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# 1998-1999 LIBRARY ANNUAL REPORT

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## OVERVIEW

The Library's print collection continued to grow rapidly during the year while electronic resources were greatly increased as new electronic journals, databases and reference resources were added. The Library now subscribes to 1474 electronic journals, 826 of which are only available electronically. Additionally, full text articles from another 3000 journals are available from EBSCOhost and FirstSearch databases. Library users downloaded 103,716 full text articles from EBSCOhost compared with 49,199 articles last year. Another 55,710 full text articles were downloaded from FirstSearch, American Chemical Society, Project Muse, and other services.

Over \$641,000 was expended on electronic resources, including Web access and CD-Roms, compared with \$450,000 last fiscal year. Many additional electronic resources are funded through FCLA funds. With the increased number of distance learners and expanding community college partnerships creating new area campuses, additional electronic resources are necessary to provide enhanced access to an important part of the Library's journal collection.

Significant growth continued in the Library's print collections as 48,323 volumes were added. The print collection grew to 946,424 volumes, not including government documents. Including government documents, the overall print collection is now 1,256,294 volumes.

The Library subscribes to 6261 periodical titles; an increase of 377 over last year. The Library continues to add to its periodical collection, acquiring access to electronic titles where possible. While the Library's periodical collection is growing, more titles must be acquired to build the collection in those subject areas not having adequate periodical holdings. New titles must also be acquired to support new programs.

As the Library increased its print and electronic holdings, new opportunities were created to reach students, faculty and the Orlando Community informing them of resources and services available in the Library. Programs such as Faculty Day, participation in new faculty orientation, and graduate teaching assistant orientation were an important part of the Library's outreach program. The Library also held a successful Patents Day Workshop consisting of hands-on demonstrations and a presentation by a patent attorney.

The Library's instruction program reached 36% of the student population as 10,785 students participated.

The renovation of the library instruction room, converting it to an electronic classroom was completed. Room 235A was refurbished and equipped with eighteen workstations and a new projection system. This new electronic classroom provides the capability for two classes to be taught simultaneously.

The audio tour was revised and greatly expanded to include WebLUIS enhancements as well as search strategies.

The WebLUIIS Tutorial authored by Athena Hoeppepner gained national attention as it was listed in the February issue of *College and Research Libraries News* as one of the top ten Web Tutorials currently available.

For the second year the Reference Department offered extended desk services until 11:00 p.m., supporting the needs of students with evening classes. Several new library services were offered for the first time during the year. The Electronic Reserves service was implemented at the beginning of the Spring semester using new software developed by FCLA. Articles and other materials are scanned by Circulation staff and appear as electronic files accessible through WebLUIIS or by URL. This new method of access provides greater convenience for students who can now access reserve materials from home or campus PC's.

Library users can now also access a listing of items they have checked out, including dates when the item is due. The user is also able to renew the borrowed item by accessing this same list and marking items they want to keep for another period.

The heavily used copy services operation was completely reorganized with the installation of new copy machines. Major improvements were made in service for both copying and printing from computer workstations. The Library now has overall control of copy services but contracted equipment ownership and maintenance to another copier company: Danka.

The Library participated in the North American Title Count during the year. This national program provides comparative collection data which will be useful for collection analysis and new program reviews.

Several collection reviews were prepared during the year for proposed new programs: Masters in Liberal Studies, BA/BS in Management Information Systems, Ph.D. in Education, Ph.D. in Biomolecular Sciences, MS in Materials Engineering, and an MS in Aerospace Engineering.

The Library received an important collection of world literature from the library of Walter and Dorothy Donnelly. The collection, consisting of over 4,700 volumes was donated to the Library in their memory by sons Jerome, Stephan and Denis Donnelly.

The Library also acquired significant Floridiana materials from the estate of Georgine and Thomas Mickler most of which will be housed in Special Collections. Among important titles received was a work by Jonathan Dickinson: *God's Protecting Providence, Man's Surest Help and Defense in Times of Greatest Difficulty and Most Imminent Danger, Evidenced in the Remarkable Deliverance of Robert Barrow, with Divers Other Persons from the Devouring Waves of the Sea, Amongst Which They Suffered Shipwreck; and also from the Cruel Devouring Jaws of the Inhuman Cannibals of Florida*. Perhaps one of two copies extant of the seventh edition, the Library's copy was published in 1791 and was owned by Charles Frances Adams, US Diplomat, and son of President John Quincy Adams.

The Library also acquired William Bartram's *Voyage dans les Parties sud de l'Amerique Septentrionale; Savoir: les Carolines Septentrionale det Meridionale, la Georgie, les Florides Orientale, les pays des Cherokees, le Vaste Territorie des*

*Muscogulges ou de la Confederation Creek, et le pays de Chactaws*, which was published in Paris 1798-99.

The Library was also presented with sixteen paintings to begin the Anne Marie Allison Collection of Latin American Art. The paintings were donated to the Library in honor of the Library's second Director of Libraries by an anonymous donor.

The Library also received the personal library of Sol Malkoff consisting of a comprehensive collection of books on calligraphy, typography, book design and printing assembled over sixty years.

An important scanning, OCR project was begun during the year working closely with DIPL to digitize the *Florida Historical Quarterly*. The complete backfile of the *Florida Historical Quarterly* will be converted as part of the Library's contribution to the first phase of the SUS Florida Heritage Project, making available an important resource for the people of Florida.

The Library began participation in two national programs. The Library's reputation in cataloging took on national status and recognition when the Cataloging Department was selected to participate in the NACO project for audio-visual materials administered by the Library of Congress. The Library was also selected to participate in the NTIS/GPO Depository Library Pilot Project to provide full-text electronic access to recent NTIS documents via the Internet.

Several construction projects were either completed during the year or were in the planning stages. The new Curriculum Materials Center was constructed and occupied during the year after months of careful detailed planning. The new CMC, while no larger in area, is functionally improved and aesthetically pleasing.

Plans for the complete renovation of the Library entryway were developed with Campus Facilities Planning. The design was submitted to and approved by the Chesley G. Magruder Foundation for funding. Construction will begin during the Fall Semester.

Planning is also underway to create a study lounge area on the first floor in the area under the skylights adjacent to the new group study rooms. Funds were received from special funding from the 5% tuition increase.

New media carrels were installed on the second floor replacing the old "pin-wheel" carrels. These are better designed as comfortable viewing stations for the At Student Convenience and FEEDS videocassette collections housed in Reserves. New media carrels were also installed on the third floor.

A comprehensive survey of the general collection stacks was conducted. Detailed information was gathered which identifies ranges within the collection that are the most crowded. A count was also made of new titles received to predict areas where additional shelving will be required to alleviate crowding.

Shelving for videocassettes was increased by 100% as new shelving was added to house the Library's growing collection.

As units of the Access Services Department were moved to other departments or became a department, Access Services ceased to exist as a department. Interlibrary Loan became a department: Interlibrary Loan and Document Delivery Services. LINE and Online were combined into one unit and Quick Reference Service became part of the Reference Department. Suzi Holler became the new department head of ILL/DDS in September.

Interlibrary Loan patrons borrowed 13,887 items, which was an increase of 8% over last year. This increase is due in part to the elimination of the limits on graduate student borrowing. Other libraries requested 35,866 items from the Library's collection. This is an increase of 19% over last year. The Library was the third highest user of the Distance Learning Library Initiative (DLLI) ground courier delivery service as its service to other libraries in the state was an important part of ILL/DDS services.

In Library systems several network improvements occurred during the year. An additional processor was added to the UCF-FS610 server. Most of the public PC's were upgraded to Windows NT 4.0. All Internet Browsers were upgraded to the most current versions to support Java.

Several new faculty joined the Library during the year: Linda Colding, Donna Goda and Michael Gorzka, Reference Librarians; Eda Correa, Cataloger Librarian; and Carmen Docurro and Allison King, Reference Librarians at the Brevard Area Campus.

Athena Hoeppner became Electronic Resources Librarian, reporting to the Associate Director for Public Services.

Meg Scharf, former Head, Reference Department, was appointed Associate Director for Public Services. Carole Hinshaw became acting Head of Reference Department and Cynthia Kisby became acting Coordinator of Library Instruction.

Four Librarians were promoted: Marcus Kilman, Peter Spyers-Duran and Ying Zhang to Assistant University Librarian and Selma Jaskowski to University Librarian.

Several important task forces were appointed during the year in the following areas: development of vision and mission statements and a program review of the Library organization; staff training and development; faculty evaluation and merit; and faculty promotion procedures. The work of these task forces is important as the Library reviews its programs and procedures in these areas. Task Force recommendations will have a significant impact on future directions for the Library.

Throughout the year the faculty and staff continued to receive compliments on the way they met the needs of Library users. The Library is fortunate to have an outstanding faculty and staff.

--Barry B. Baker

## **ACCESS SERVICES**

**Suzanne E. Holler**

### **THE YEAR IN PERSPECTIVE**

#### **Summary**

At the start of the fiscal year, five units comprised the Access Services Department: Interlibrary Loan (ILL), Internet Instruction, a fee-based information service--the Library Information Network and Exchange (LINE), Online Search Services (OSS), and Quick Reference Service (QRS). The major item to be highlighted in this year's report is that by the end of the fiscal year, the department no longer existed, having been reorganized and reconstituted. In November, the Access Services Department was more or less replaced by the new Interlibrary Loan/Document Delivery Services (ILL/DDS) Department. Four of the five units listed above are still in the new department, QRS having moved to the Reference Department. An additional change came in April, when the LINE/OSS units were unofficially combined as a result of the OSS Coordinator accepting a position as Acting Coordinator of Library Instruction.

In both of this year's incarnations, this department supports the Library's mission by providing access to 1) the Library's resources and services and 2) information beyond the Library's walls. The units each strive to provide such access to all patrons in a timely, professional manner that stresses service excellence. The majority of the departmental work takes place within its units, each of which has its own report where further details will be chronicled. (The exception to this is QRS, information about which may be found within the Reference Department report. That unit and its personnel are mentioned herein only in terms of activities prior to November 1998.)

An obvious emphasis for the department this year has been planning for and coping with reorganization. The Interlibrary Loan unit had been without a permanent unit head since the fall of 1995; three national searches had been unsuccessful, even with the last two advertising for a department rather than unit head, and a fourth was being initiated in September when the Library Director asked the Access Services Department Head to take on the position. She agreed, and the organizational and physical changes occurred in November.

Staffing and space issues became immediate concerns with the reorganization. LINE/OSS had a staffing crisis late in the calendar year, as they lost two Sr. LTAs in rapid succession, causing the Coordinators of the units to have to do the clerical work for several months. LINE/OSS also hired a new (to them) adjunct librarian, who in the spring began assisting in the Lending operation of ILL as well. The staffing and space issues combined for ILL, as the new department head moved into an office that had been standing empty for several years, causing even more of a space crisis than the severe one they already had. The move also caused other problems, as the department's Office Assistant was on a different floor from the Department Head and the mutual back-up assistance that had been provided by the Access Services office staff and the QRS Sr. LTA disappeared, if not physically, at least organizationally.

Upon moving into the third floor offices of the ever-more-crowded ILL units, the Department Head began lobbying for a "floor swap" of the ILL units and the mezzanine units. As the fiscal year came to a close, planning was underway to effect such a change, netting approximately 500 square feet for the ILL units.

Workflow and planning issues also predominated and the entire department participated in a series of SWOT analysis meetings (Strengths, Weaknesses, Opportunities, Threats), both in



reaction to the reconfiguration and in anticipation of requests by the Vision and Program Review Task Force.

Several highlights (listed alphabetically by unit, not in order of importance) deserve mention here, even though they are detailed further in the unit reports.

- ILL has been examining many of its policies with an eye toward making things easier for patrons. With this in mind, the unit participated in the OCLC ILL Direct free pilot program for unmediated patron ordering from January through March in order to evaluate its usefulness. This allowed UCF patrons to request items from the FirstSearch WorldCat database; if the request met the criteria, it was sent directly to holding libraries without the need to be processed in the UCF ILL unit. After the free trial period, ILL elected to remain part of the program, as it costs no more than the "normal" FirstSearch ILL, and although WorldCat is not one of the primary databases used by UCF patrons, ILL Direct is speeding up a handful of requests. The unit also joined LVIS, Libraries Very Interested in Sharing, a group of approximately 1,200 libraries that agree to loan most materials free of charge to other members. This arrangement makes it even more likely that the ILL Direct requests submitted will be successful.
- The Internet Instruction program introduced *Internet Forums*, designed to allow patrons the opportunity to ask questions in a one-on-one drop-in setting.
- LINE has been all about staffing and training this year. A new librarian was successfully trained and began assisting with the workload and after losing two Senior LTAs, a new employee is rapidly making the LINE/OSS position her own. Currently, the challenge is for the LINE Coordinator to integrate the OSS business into her existing routine and duties.
- The Online Search Services unit is in the most state of flux, given that the Coordinator is now the Acting Coordinator of Library Instruction. The Personalized Electronic Research Consultation (PERC) program left the unit with her, logically putting the individualized instruction in with the group instruction where there was more staffing available. The GRADS (Graduate Research Assistance for Database Searching) subsidized search program, the chemical searching program, and the faculty citation analysis searches remain viable and vital OSS functions.
- Before it left the department, the QRS service significantly expanded its presence on the Web, reorganizing its pages for ease of use and adding a much-needed section on connectivity issues (<http://library.ucf.edu/quickref/access.htm>).

### **Progress toward the President's Five Goals**

- Undergraduate education: Four of the Access Services units, ILL, Internet Training, OSS, and QRS, directly support undergraduate education as detailed in their individual reports. The fifth unit, LINE, indirectly supports undergraduate education by providing "above and beyond" services upon request for a fee. Undergraduate Honors in the Major students are offered access to SUMO, UnCover's "Subsidized UnMediated Ordering" program, whereby normally only faculty and graduate students are authorized to request direct subsidized faxing of articles from the UnCover database.
- Graduate education and research: The statements above also apply to the area of graduate education and research. All the units save LINE are also involved in the active promotion of and instruction of SUMO, mentioned above.
- International focus: All five Access Services units access and provide international information, databases, and resources upon request by a patron.

- Diversity: Access Services provides service to all patrons regardless of sex, ethnic background, religion, race, sexual orientation, age, or disability. LINE is also set up so that it can offer special assistance for patrons with mobility impairments beyond what is "standard" at the Circulation Desk.
- Partnerships: The Access Services units support partnerships as detailed in their individual reports. The ILL, LINE, and QRS units are particularly strong in this area, as all have service to the community as part of their missions.

### **Special Accomplishments of Faculty and Staff**

Access Services (later ILL/DDS) Department personnel have been involved in many professional activities. Suzanne Holler completed her second year as Chair of the Central Florida Library Cooperative (CFLC) Continuing Education Committee, she was elected this spring as Secretary of the Florida Library Association (FLA) and she continues to serve as a board member of the Florida Chapter of the Association of College and Research Libraries (FACRL)/FLA Academic Library Section. That Board was responsible for planning and presenting this year's annual workshop held in November, *The Electronic Library: A Reality Check*; Holler also served as its "media technician" and Marcus Kilman, Cynthia Kisby, Meredith Semones, and Marilyn Snow attended. Kisby was invited to speak at the Academic Libraries program at the FLA Annual Conference in May; her topic was *PERC - Personalized Electronic Research Consultation*, one of three presentations in *Making a Name on Campus: Innovative Customer Service Programs in Academic Libraries*. Holler and Kilman also attended the conference. Kilman and Kisby were two of three co-authors of an article accepted for publication in the peer-reviewed journal *Information Technology and Libraries*. Winnie Tyler had three selections accepted for publication in *What the OCLC Interlibrary Loan Service Means to Me*, a collection of essays published by OCLC in honor of its twentieth anniversary.

Department personnel have been fortunate in being able to avail themselves of training and professional development opportunities at the national, state, regional, local, and campus levels this year. On a national level, Holler attended an Association for Research Libraries (ARL) Interlibrary Loan Workshop, *From Data to Action*, in Chicago in January and Kisby attended the *Computers in Libraries '99* conference in Crystal City in March. On a state and regional level, Semones attended a regional reprise of the Defense Technical Information Center Annual Conference in February, and the previous paragraph mentioned librarian attendance at both *The Electronic Library* conference and the FLA Annual Conference.

CFLC and campus training sessions were well attended by departmental staff this year. The Library contracted for a SOLINET trainer to present *The Successful Searcher* workshop in-house which all ILL librarians and support staff attended; all department librarians also attended the in-house *Performance Appraisal Workshop* in May; and Holler attended the ARL videoconference presented in-house *De-mystifying the Licensing of Electronic Resources*. Holler and Snow went to SOLINET's *ILL: Beyond the Basics*; they also attended the Panhandle Library Access Network Spring Conference on copyright and ILL issues. Holler and Raynette Kibbee went to a training session *How to Manage Multiple Projects and Meet Deadlines*. Kibbee and Snow attended different sessions of CFLC's workshop on *FrontPage 1998*, with Snow attending a follow-up course. Kibbee also attended *Mail for Success*, *ABC's of Investing*, *Mutual Fund Basics*, and *Business Writing* workshops. Jennifer Schock went to workshops entitled *Graphics Standard*, parts 1 and 2 of *Introduction to Access*, and parts 1 and 2 of *Advanced Access*. Semones attended the Quality Initiatives class *Delivering Exceptional Customer Service*; and Snow availed herself of two CFLC courses on HTML. Finally, at least

one staff member represented the department at each of the quarterly CFLC ILL Interest Group Meetings.

Insofar as campus service activities this year, Kisby is serving her second year as the Library representative on the Faculty Senate and she was also a facilitator to the Quality Initiatives Office's campuswide Academic Advising Improvement Team. Holler is a member of the ongoing campuswide Web Redesign Group, serving on two of its subcommittees, the Aesthetics and Involvement teams. In October, when UCF was host for the national conference, *EDUCOM '98: Making the Connections*, Holler, Kilman, Kisby, and Semones were all volunteer workers, with Kilman additionally delivering two poster session presentations and Kisby one. Holler was one of three librarian presenters for *Journals at Your Desktop* at the UCF Technology Expo this March. She was also involved with the Winter Faculty Development Institute in December and Kisby was involved with the Summer one in May.

Finally, on a library level, departmental personnel have also been quite active. With the contract year, Jack Webb completed a term as chair of the Librarians' Personnel Advisory Committee. Holler chaired while Kisby and Tyler served on the Staff Development & Training Task Force; Holler and Kisby are members of the ongoing Vision & Program Review Task Force; and Webb served on the Promotion Task Force. Deirdre Campbell, Holler, Patricia Tiberii and Webb were all members of search committees. Holler is a member of the Library's Technology Advisory Group (for which Kibbee is the official recorder) and the Web Design Group; she and Kisby both served on the Electronic Discussion Group. Reynolds and Tyler served as representatives for the Florida State Employees' Charitable Campaign. Kisby and Semones both serve on the Director's Advisory Group, where Semones has been particularly involved in running the Library's staff discount book ordering project and Kisby the staff t-shirt design and sales.

## **STATISTICS**

The individual unit reports do an excellent job of summarizing their own statistical trends and service achievements. To allow for a long-range view of departmental operations and primary service audience, attached is a five-year summary of staffing, service delivery, and potential University constituency.

## **RECOMMENDATIONS**

Again, this is an area where the individual units speak best for themselves, but there are several recurring themes that can be highlighted. Each of the units is in some way still trying to deal with the reorganization issues. The hope currently is that there will be some clear direction coming from the Vision and Program Review recommendations. Space problems are on their way to resolution, though the problems caused by a geographic split in the department are likely to remain. Technology issues are a concern, particularly regarding the issues of training, an unstable infrastructure, and inadequate staffing in the Systems and Technology Department.

**Access Service Department**  
Five-Year Summary of Unit Activities

	1994/95	1995/96	1996/97	1997/98	1998/99
<b>ACCESS SERVICES STAFFING</b>					
Librarians (Average number, including Adjuncts)	6	7	7	6	5
USPS Staff	7	7	7	7	7
Student Assistant Hours (Approximate per week)	110	137	126	150	299
<b>SERVICE STATISTICS</b>					
Interlibrary Loan Requests Processed	42,139	41,583	42,060	43,956	53,392
Internet Instruction Sessions	22	24	76	57	60
LINE Requests*	1,191	1,607	2,361	1,990	1,760
Online Search Services Searches	597	807	942	765	528
Quick Reference Service/Total Calls	9,651	9,003	7,552	6,631	N/A
<b>PRIMARY PATRON AUDIENCE</b>					
Student Enrollment (Fall)	25,363	26,325	27,411**	28,324***	29,821****
Faculty (Full-time, part-time, teaching assistants)	1,021	1,214	1,375	1,335	1,387
Professional/Executive/Administrative/Management Personnel	559	723	752	783	840
<b>TOTAL</b>	<b>26,943</b>	<b>28,262</b>	<b>29,538</b>	<b>30,442</b>	<b>32,048</b>

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\* These totals differ from previous years because of a change in the way statistics were counted.  
 \*\* Totals taken from the Office of Institutional Research & Planning Support's "UCF At a Glance."  
 \*\*\* Totals taken from the UCF Office of Public Relations UCFacts home page as of August 26, 1998.  
 \*\*\*\* Totals taken from the UCF Office of Public Relations UCFacts home page as of August 23, 1999.

## **INTERLIBRARY LOAN**

**Suzanne E. Holler**

### **THE YEAR IN PERSPECTIVE**

#### **Summary**

The Interlibrary Loan (ILL) unit's major news is that as of November 1, it became the Interlibrary Loan/Document Delivery Services Department. It more or less subsumed the units belonging to the former Access Services Department (see that report for details) when the head of that department agreed to take on the new position. The Interlibrary Loan unit had been without a permanent head since the fall of 1995; three national searches had been unsuccessful, even with the last two advertising for a department rather than unit head, and a fourth was being initiated in September when the position was filled.

An obvious emphasis for the department this year has been planning for and coping with reorganization, with particular emphasis on staffing and space issues. The two immediately combined for ILL, as the new department head moved into an office that had been standing empty (and was therefore being used for a multitude of purposes) for several years, causing even more of a space crisis than the severe one the unit already had. The Department Head began lobbying for a "floor swap" of the ILL units and the mezzanine units. As the fiscal year came to a close, planning was underway to effect such a change, netting approximately 500 square feet for the ILL units.

The major staffing issue for ILL was in the Lending Unit. Although the percentage increase (19%) of business was smaller than for the Borrowing Unit (29%), the sheer volume of requests handled (35,866 items) was almost overwhelming for a unit with only two staff members and predominantly student assistant help. Fortunately, during the spring semester, the adjunct librarian working in Online Search Services was able to assist Lending with searching and tracking problem requests when he was not engaged in search appointments. He was retained to work in Lending during the summer semester, as well.

As the entire department participated in a series of SWOT analysis meetings (Strengths, Weaknesses, Opportunities, Threats), ILL was also examining many of its own policies with an eye toward making things easier and speedier for patrons. For on-campus patrons, the unit for the first time made routine material pick-up and return a self-service operation without the need for staff intervention; it also did away with the five-request limit for graduate students; and it tried an experiment for faculty using student assistants to physically deliver materials to on-campus offices rather than using intercampus mail. For off-campus patrons, the ILL Web-based forms were further refined to better serve UCF branch campus and distance learning patrons as well as to include patrons of other SUS libraries; the staff also worked with the branch campus and FSEC ILL liaisons to streamline intercampus procedures and eliminate intercampus request forms. The Department Head was one of several librarians involved in planning an imminent pilot project for full-text electronic delivery of NTIS reports.

Other changes facilitated the workflow and made processing materials more efficient. Given that the courier mail delivery does not arrive predictably, the unit is now able to check for and retrieve its own mail at its convenience when student assistants are available; upgrades were installed for CLIO and Ariel, two major pieces of software; and several functions have been automated, especially on the lending side, by employing more of the available CLIO features. Last year's ground courier delivery pilot project sponsored by the Distance Learning Library

Initiative (DLLI) moved to Phase II, expanding to include many more libraries. UCF has had good response time from the DLLI project and is an enthusiastic participant; it was the third highest volume user in the state--first among single libraries (as opposed to central libraries distributing materials to branches).

One of the principle ways to speed processing in ILL operations is to automate the procedure of receiving requests and passing them along to the bibliographic utility of choice (in UCF's case, OCLC), eliminating the necessity of the staff having to re-key the bibliographic and patron data. There are beginning to be a number of software programs designed to provide some or parts of such a service, e.g., OCLC ILL Direct, WebZAP, CLIO Request, ILLiad. Just as the new department head began seriously investigating some of these, she discovered that the Florida Center for Library Automation (FCLA) was developing an in-house product that would take information from the LUIS/WebLUIS ILL forms, import it to FCLA's request management software, and send it directly to OCLC without staff ever having to key in data. The product, SILLC (SUS Interlibrary Loan Client, pronounced "silk") is projected for alpha release this summer.

In the meantime, while SILLC may eventually answer the issue of patron requests coming in from LUIS/WebLUIS, it does not and will not address requests coming from UCF's other two automated venues, the in-house Web-based form and the forms on the FirstSearch system. With this in mind, when a free pilot program for unmediated patron ordering became available from January through March using the OCLC ILL Direct service, ILL signed up in order to evaluate its usefulness. This pilot project allowed UCF patrons to request items (primarily books and videotapes) from FirstSearch's *WorldCat* database; if the request met the established criteria (enough libraries holding the material, enough time to get the material, etc.), then the request was sent directly to holding libraries without the need to be processed in the UCF ILL unit. After the free trial period, in spite of the low usage (38 requests for the entire calendar year), ILL elected to remain part of the program for two reasons. First, it costs no more than processing the "normal" FirstSearch ILL requests and second, although WorldCat is not one of the primary databases used by UCF patrons and its ILL form is cumbersome, ILL Direct is speeding up a handful of requests from patrons who know how to use it.

ILL also joined LVIS, Libraries Very Interested in Sharing, a group of approximately 1,200 libraries that agree to loan most materials free of charge to other members. Besides cutting down significantly on the costs for borrowing items, this arrangement increases the chances that the ILL Direct requests submitted will be successful.

The last item to be discussed, though certainly not the least important, is technology. This has been a year of ups and downs in this area for the ILL unit. On the plus side, great strides were made in late summer when the OCLC dedicated line access was installed, aiding enormously in response times; the staff became increasingly proficient in using the new software acquired last year; the Systems and Technology group burned a CD-ROM to permanently archive some of the ILL statistical data; and the in-house Web-based forms (which now probably account for greater than 85% of all incoming requests) have evolved to a point where they well serve the needs of both the patrons and the ILL unit. On the down side, the CLIO software, particularly on the lending side, has become increasingly problematic, especially when there is a change of any sort in the Library's LAN; the Systems and Technology group is frequently stretched so thin that they are not available in a timely manner for repairs; the response time for the "home-grown" database is atrocious; and there are major concerns about adequate training for applications beyond the ILL software.

### **Special Accomplishments of Faculty and Staff**

OCLC published a collection of essays in honor of its twentieth anniversary; entitled *What the OCLC Interlibrary Loan Service Means to Me*, the volume contains three essays by Winnie Tyler, ILL Sr. LTA, and one by Zella Jane Goodwin, UCF ILL patron. There have also been acknowledgments for the department that it is aware of this year in one book and one thesis, plus some fifteen unsolicited thank you notes and several food gifts from grateful patrons.

Most of the significant accomplishments of the ILL staff this year were chronicled in general in the Access Services report. Some particulars about the job-specific training include that Deirdre Campbell, Deborah Canaday, Suzanne Holler, Joan Reynolds, Marilyn Snow, Patricia Tiberii, Tyler, and Jack Webb all attended *The Successful Searcher*, a SOLINET workshop contracted to be held in the Library in March. In addition to what was in the Access Services report, however, there was also considerable Library service. Until November, Webb served and since then, Holler has served as the UCF representative on the SUS ILL Committee and on the Central Florida Library Cooperative (CFLC) ILL Committee; Snow represents ILL on the CFLC Union List Committee. Holler, Snow, and Tiberii have attended some or all of the CFLC ILL Interest Group meetings and the Florida Library Information Network regional meeting. When the Reference Department arranged a tour of the CREOL building during the December break, several faculty who are heavy ILL users there specifically invited the ILL staff to come along; Campbell, Reynolds, Tyler, and Webb attended. On the non-work side of things, Tiberii and Tyler participated last March on the Library team at the American Cancer Society's Relay for Life.

### **PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS**

- Undergraduate education: ILL achieved an 88.1% fill rate for undergraduate ILL requests by successfully borrowing 1,725 items (of a total 1,957 items requested) that the Library did not have in its collection. The undergraduate Honors in the Major students are also included in SUMO, UnCover's "Subsidized UnMediated Ordering" program, whereby normally only faculty and graduate students have the ability to request direct faxing of articles from the UnCover database.
- Graduate education and research: Graduate students continue to be ILL's most prolific users. The unit achieved a 90.3% fill rate for graduate ILL requests by successfully borrowing 6,017 items (of a total 6,662 items requested) that the Library did not have in its collection. For its second largest category of users, the faculty, ILL achieved an 89.0% fill rate by successfully borrowing 3,344 items (of a total 3,756 items requested) that the Library did not have in its collection. An additional 241 items were requested for faculty and research staff at CREOL and IST, two major research centers at UCF. ILL has been actively involved in promoting and providing one-on-one instruction for SUMO, mentioned above. SUMO was used by patrons to request articles a total of 1,141 times, 991 [86.9%] of which had successful outcomes.
- International focus: The ILL unit loaned 180 items to libraries and research centers overseas, from countries including American Samoa, Australia, Canada, China, Denmark, Germany, Hong Kong, Israel, Italy, Japan, Netherlands, New Zealand, Norway, Poland, South Africa, South Korea, Spain, Sweden, Turkey, and the United Kingdom.
- Diversity: ILL provides service to all patrons regardless of sex, ethnic background, religion, race, sexual orientation, age, or disability. Three staff members attended the John T. Washington Award Luncheon.

- Partnerships: Through membership in the regional Central Florida Library Cooperative, ILL loaned 728 items from the Library's collections to 19 area businesses, hospitals, and governmental units. These included AAA, Cilent Semiconductor, Florida Hospital, Harbor Branch Oceanographic Institute, Harcourt Brace, Kennedy Space Center, Modus Operandi, Northrop/Grumman, Siemens Westinghouse Power Corporation, Software Productivity Solutions, Walt Disney World, and several law firms. Additionally, ILL loaned 2,033 items to 13 CFLC member public libraries and 2,482 items to 18 CFLC member academic libraries.

## **STATISTICS**

The attached tables show total ILL activity and detailed intercampus statistics.

Patrons submitted 16,585 borrowing requests, a significant 29% increase over last year's requests (12,854 total). The probable explanation for this increase is the fact that the limit on graduate student borrowing was eliminated this year; this is borne out by the significant increase in graduate requests and the insignificant increases in undergraduate and faculty borrowing. The Library's UnCover SUMO (Subsidized UnMediated Ordering) project was not a factor in statistical change (it was used by patrons to request articles a total of 1,141 times [413 fewer times than last year]; 991 [86.9%] of these had successful outcomes), as its use was approximately the same as last year.

Broken down by patron category, 28.5% of the requests were for faculty, 50.4% for graduate students, 13.8% for undergraduates, 3.7% for staff, 0.8% for fee-based LINE clients, and the remaining 2.8% for retired faculty, visiting scholars, and students and faculty affiliated with UCF's branch campuses or other SUS universities.

Departments that requested interlibrary loans the most were: English (1,073); Psychology (1,015); Nursing (987); Biological Sciences (816); Mechanical and Aerospace Engineering (716); Education (707); Foreign Language (617); History (468); Political Science (425); Industrial Engineering (356); Communicative Disorders (339); Electrical Engineering (325); Social Work (310); Chemistry (308); Molecular Biology & Microbiology (301); Civil Engineering (284); Economics (249); Speech (220); and Criminal Justice (216). Interdepartmental support within the Library was statistically high, as well, with 234 requests from Serials, Reference, and Cataloging for lost items or replacement pages.

In terms of ILL lending activities, other libraries requested 35,866 items, up slightly more than 19% from last year (30,024 total). As mentioned earlier, though statistically less significant than the increase in borrowing, these numbers were almost overwhelming for the unit. Looking at the slight drop this year in intercampus statistics, the likely trend is that those numbers will continue to drop. The community colleges have their own rapid-delivery intercampus lending system which bypasses OCLC and Brevard is already using that system to fill requests from UCF students there for materials not owned by UCF. In the long run, this provides better service to off-site patrons.

## **RECOMMENDATIONS**

The recommendations this year fall predominantly into three categories: technology, staffing, and services, with some overlap among the three.

In terms of technology, there are several changes coming that are externally imposed. Chief among these is the development of the FCLA interlibrary loan management system, SILLC, due



for alpha release this summer. It is hoped that this system, which will move patrons' requests from the LUIS/WebLUIS form directly to OCLC without having to re-key any information, will in the long run speed up turnaround time. The management software currently (and for the foreseeable future) in use, CLIO, is also due for a new release shortly. Both of these releases are likely to take some increase in the technology support necessary for the department, at least for a short time. Unfortunately, as there are several other projects currently on hold for lack of programming support, the primary recommendation from this department is to consider either hiring dedicated technology support staff within each department that needs it or to increase the staff in the existing department.

The major staffing issue, finding a permanent head for the unit/department, has been resolved, but there is the potential for losing at least one staff member this year. That will necessitate reexamining jobs and positions, and with it, the workflow. Two other items have the potential for radically changing the workflow, as well: the move into the new space and the release of SILLC.

An ultimate service goal is for the department to go paperless, both from the patron side and from the staff side. E-mail delivery is not far from reality, and it is likely that the department will stop accepting paper request forms soon. Finally, it is recommended that the department continue to work closely with the branch campuses and pursue more systematic ways of serving distance learners.

**TABLE 1**  
**INTERLIBRARY LOAN STATISTICS**  
**Five-Year Summary**

	1994/95	1995/96	1996/97	1997/98	1998/99
<b>BORROWING</b>					
Total Requests Submitted	15,651	14,054	13,938	12,854	16,585
Requests Sent Out					
Books	5,210	4,515	3,438	3,598	4,595
Copies	7,925	7,114	7,950	6,790	8,243
Overall	13,135	11,629	11,388	10,388	12,838
Requests Filled Externally					
Books	4,462	3,856	2,959	3,137	3,976
Copies	7,387	6,712	7,070	6,166	7,465
Overall	11,849	10,568	10,029	9,303	11,441
Requests Filled Internally	2,225	1,862	1,953	2,466	2,446
Total Requests Filled (including filled internally by UCF- owned materials)	14,074	12,430	11,982	11,769	13,887
Overall Fill Rate	90%	88%	86%	92%	89%
<b>LENDING</b>					
Total Incoming Requests	24,833	26,214	26,773	30,024	35,866
Requests Filled					
Books	7,555	8,363	8,676	9,301	10,993
Copies	8,216	8,839	9,707	10,297	13,358
Overall	15,771	17,202	18,383	19,598	24,351

**TABLE 2**  
**INTERLIBRARY LOAN INTERCAMPUS LENDING STATISTICS\***  
**Five-Year Summary**

		1994/95	1995/96	1996/97	1997/98 <sup>*</sup>	1998/99 <sup>*</sup>
<b>UCF at Brevard</b>						
No. Requested	Books	47	2	97	*	*
	Copies	6	1	143	*	*
	Total	53	3	240	362	217
No. Lent	Books	43	109	139	139	150
	Copies	5	125	208	174	67
	Total	48	234	347	313	217
<b>UCF at Daytona Beach</b>						
No. Requested	Books	630	563	550	*	*
	Copies	614	562	358	*	*
	Total	1244	1125	908	555	566
No. Lent	Books	522	499	484	210	110
	Copies	543	479	340	268	448
	Total	1065	978	824	478	558
<b>Florida Solar Energy Center</b>						
No. Requested	Books	120	60	58	*	*
	Copies	238	127	143	*	*
	Total	358	187	201	161	149
No. Lent	Books	108	53	56	34	50
	Copies	212	116	140	118	97
	Total	320	169	196	152	147
<b>UCF at Florida Gulf Coast</b>						
No. Requested	Books	N/A	N/A	N/A	N/A	*
	Copies	N/A	N/A	N/A	N/A	*
	Total	N/A	N/A	N/A	N/A	4
No. Lent	Books	N/A	N/A	N/A	N/A	3
	Copies	N/A	N/A	N/A	N/A	1
	Total	N/A	N/A	N/A	N/A	4
<b>UCF at Lake Sumter</b>						
No. Requested	Books	N/A	N/A	N/A	N/A	*
	Copies	N/A	N/A	N/A	N/A	*
	Total	N/A	N/A	N/A	N/A	5
No. Lent	Books	N/A	N/A	N/A	N/A	0
	Copies	N/A	N/A	N/A	N/A	5
	Total	N/A	N/A	N/A	N/A	5
<b>TOTAL INTERCAMPUS</b>						
No. Requested	Books	797	625	705	*	*
	Copies	858	690	644	*	*
	Total	1655	1315	1349	1,078	941
No. Lent	Books	673	661	679	383	230
	Copies	760	720	688	560	701
	Total	1433	1381	1367	943	931

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\* With the version of the statistical software used from January 1998 to the present, it is not possible to derive these numbers.

## **INTERNET INSTRUCTION**

**Suzanne E. Holler**

### **THE YEAR IN PERSPECTIVE**

#### **Summary**

The Internet Instruction unit supports the Library's mission by assisting faculty, staff, and students to become aware of and learn to use the resources and tools available to them via the Internet. It does so by offering hands-on and demonstration workshops and by developing and mounting instructional material on the World-Wide Web.

The *Internet Forum* sessions were the major difference in the program this year from previous years. These were drop-in one-on-one question-and-answer sessions developed as a result of instructors' suggestions. The Forums began in fall 1998, were moderately successful, and were altered slightly for spring 1999 based on feedback from instructors and attendees. They were dropped entirely for the 1999 summer semester, as the very disappointing attendance was not worth the time devoted by the instructors. It was agreed that patrons with lengthy individual questions would be referred to the PERC (Personalized Electronic Research Consultation) program for appointments.

The other significant change in the program was an external one, as the fall semester marked the opening of the second electronic classroom facility for the Library. All classes in the Internet Workshop Series were migrated to the new room immediately, given that the machines run Windows NT off an in-house NT server, thus ensuring better response times and reliability when demonstrating applications running off the server. Also, the classroom server is attached to the Library's infrastructure, enabling WebLUI traffic to go straight up the dedicated fractional T1 line.

The Internet instructors maintain instructional material for all the sessions, including the "Beyond the Basics" courses no longer taught except by request, linked off the Library's Web site (<http://library.ucf.edu/Internet/>). Table 2 in the statistics, below, shows that even the pages no longer being used in the classroom sessions are still getting significant hits and that it is worth the effort to keep them up-to-date and mounted on the server.

An identified goal from last year was to bring the monthly *Internet Brown Bag Lunches* out of their temporary hiatus. The many interviews, database training sessions, and system demonstrations still being held throughout the fall plus the massive task force activity during the spring and summer meant that monthly brown bags were still not feasible, but five were held this fiscal year.

#### **Special Accomplishments of Faculty and Staff**

As virtually all of the participants in this program have been volunteers and as there is no fixed "Internet Instruction Unit" *per se*, the professional activities of the librarians who have been serving as instructors are detailed in the individual departmental annual reports.

The only truly significant item specifically related to this area was that two librarians, Athena Hoepfner and Suzanne Holler, were invited to present existing UCF sessions at the Central Florida Library Cooperative (CFLC).

## PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

- Undergraduate education: The unit continuously updates its World-Wide Web Internet Workshop Series pages. The program targets undergraduates as part of its audience; almost 33% of those attending Internet instruction this year identified themselves as undergraduate students. (This was a slight decrease from last year's 36%.)
- Graduate education and research: Several of the Internet instruction sessions have directly promoted or provided instruction for SUMO, UnCover's "Subsidized UnMediated Ordering" program, whereby faculty and graduate students have the ability to request direct faxing of articles from the UnCover database. The Internet Workshop Series targets graduate students and faculty as part of its audience; 17% of those attending Internet instruction this year identified themselves as graduate students and another 17% identified themselves as faculty. Participating in the 1998 Winter and 1999 Summer Faculty Development Institutes and in the UCF Technology Expo also targeted faculty, aiming at assisting them in using educational and information technology in their teaching.
- International focus: The Internet Instruction program greatly expands the ability to provide an international focus to curricula and research just by the global nature of the Internet, its members, and its sources.
- Diversity: As is the case with the other Access Services units, the Internet Instruction unit provides service to its primary patrons regardless of sex, ethnic background, religion, race, sexual orientation, age, or disability.
- Partnerships: The Internet Instruction program as it is currently established does not provide many opportunities for community partnership, given that it is by definition aimed at UCF students, faculty, and staff. Nonetheless, community patrons are not turned away and many have attended the sessions, having learned of the programs after seeing the publicity in the library. In addition, two instructors were invited to present existing workshops at CFLC.

## STATISTICS

Summary statistics for the past five years of Internet Instruction can be found in Table 1. This year, a total of 60 sessions (constituting 10 different workshop topics) were offered (59 were held) to 326 participants, the single largest group of which was undergraduate students. Although this represents a very slight increase of 5.3% from the 57 sessions offered last year, it is a decrease of 21.1% from the 413 participants.

Declining statistics are actually a positive reflection of the growth in the availability of Internet assistance for those interested in obtaining it. The pervasive nature of the Web in general life and its ubiquity on campus are such that Internet Instruction is becoming less and less something unusual and out of the mainstream. Excluding non-library factors such as the Computer Services help desk, commercial training availability, etc., there are many in-house variables contributing to the drop in statistics. More patrons have Internet experience before coming in to the library; more librarians are comfortable assisting patrons at the service desks and at the terminals; more in-house Web pages are available for referral and assistance; more Library Instruction classes are incorporating relevant Internet sources; and the PERC service offers one-on-one appointments which can include Internet tutorials. Given all of that plus the fact that attendance at these sessions is strictly voluntary and not tied to curricula, it is impressive that the Internet Instruction statistics are still fairly high.

Another useful and telling statistic is the tracking of visits to the various home pages linked to the Library's Web site. Statistics show there were a total of 17,991 visits to the various Internet

Workshop Series pages during the period July 1998 through April 1999 (unfortunately, data was lost for the last two months of the fiscal year). Table 2 gives the breakdown by number of hits for each page corresponding to a workshop session and the number of times the session has been taught.

One significant figure which does not and will not show on any statistical chart, as there is no way to keep accurate track, is the ever-increasing number of one-on-one sessions which the librarians (not just the Internet Instruction participants) conduct with students requesting specific assistance or with faculty who want to learn specific Internet tools and resources or ways to integrate the Internet into their courses. This very healthy trend will only grow as the PERC program, with its appointments for "just-in-time" training and research assistance, increases in visibility and popularity.

## RECOMMENDATIONS

The recommendations for the unit are concentrated in two major areas: activities and promotion. There are several activities that seem to be supported by the high Web page hit statistics. First, the unit hopes to continue developing and mounting instructional materials on the Web, concentrating especially on subject-specific content. It also will either begin investigating the development of interactive instructional modules on the Web or at least begin putting exercises and PowerPoint links with the instructional pages. The instructional content will also be revamped so that modules may be advertised as half-hour sessions with optional hour-long hands-on labs following. In terms of promotion, the unit should continue to evaluate how and where the sessions are publicized and attempt to target specific audiences, starting with the faculty.

**Table 1**  
**INTERNET INSTRUCTION STATISTICS**  
**Five-Year Summary**

	1994/95	1995/96	1996/97	1997/98	1998/99
<b>Instructors Participating</b>	8	8	19	19	15
<b>Sessions Scheduled</b>	21	24	71	57	60
<b>Sessions Held</b>	20	22	69	55	59
<b>Attendees</b>	194	186	564	413	326

**Table 2**  
**Count of Internet Instruction Web Page Hits**  
 July 1, 1998 through April 30, 1999\*

Web Page for:		No. of Hits	Classes Taught
Internet/General Introductory Page		2,335	n/a
<b>Currently Taught: The Basics</b>			
Advanced Searching		316	4
Basic Internet 101		941	9
Bookmarks +		269	5
Electronic Periodicals at UCF		438	6
Helper Applications		878	4
	Main Page	543	n/a
	Netscape 3	85	n/a
	Netscape 4	97	n/a
	Questions	112	n/a
	Tax Form	41	n/a
Internet Forum		193	6
	Main Page	147	n/a
	Questions	46	n/a
Library and Research Connections...		535	6
Searching for a Needle in the Internet Haystack		767	9
<b>Taught by Request Only</b>			
Beyond Yahoo		29	1
Business		1,989	n/a
	Introductory Page	378	n/a
	Business Information Sources	694	0
	Links to Business Information	579	0
	"Net" Profit?...	338	0
Copyright		6	0
Education		1,292	0
Evaluating Electronic Sources		493	0
Federal Documents on the Internet		232	0
Florida Documents		379	0
Health		903	0
History		748	0
Legal		635	1
Physical Sciences		385	0
Political Science		548	0
Research Via the Internet		784	0
Subject (Directory) Searching		577	0
WWW Search Engines		2,319	0
Total Hits		17,991	51

\* The data for the Web page statistics was lost after the end of April 1999; statistics for May and June 1999 are no longer available. For consistency, class counts are included only through April, as well.

## **LIBRARY INFORMATION NETWORK AND EXCHANGE (LINE)**

**Meredith Semones**

### **THE YEAR IN PERSPECTIVE**

#### **Summary**

Most of the first half of this fiscal year 1998-1999 revolved around both staffing and training issues. The resignation of LINE's Sr. LTA in September and the subsequent hiring of a permanent replacement was not completed until December because the first replacement candidate left within a month of hire. Consequently, direct provision of all LINE services, including document delivery, special borrower cards, and interlibrary loan, was taken over by the Coordinator until the new Sr. LTA was trained. Marcus Kilman has been and continues to be a great asset to LINE by assisting the Coordinator with online searching intellectual property and other technical areas.

In addressing goals from last year's report, cross training of librarians in other units has been realized to a limited degree. Marcus Kilman, Coordinator of QRS, now has a percentage of his letter of assignment in LINE. Mr. Kilman quickly learned the unique aspects of intellectual property searching. His technical expertise and friendly manner has gained him regular LINE clients.

Another goal from last year's report, to develop policies and procedures governing credit card usage by LINE clients, has been accomplished. These procedures were especially important for military institutions in the Research Park requesting Special Borrower Cards (SBCs) through LINE. These institutions typically bill SBCs to one individual's credit card account.

This past fiscal year, for the first time in five years, four library instruction classes were taught through LINE's inter-institutional agreement with a private university. Phyllis Hudson, an experienced UCF reference librarian and instructor, taught the Troy State University counseling students and Meredith Semones, the LINE Coordinator, assisted her.

Last October the Access Services Department was abolished and LINE and Online Search Services were transferred to the Interlibrary Loan/Document Delivery Service (ILL/DDS) Department. Suzanne Holler, formerly Head of Access Services, accepted the position as Head of Interlibrary Loan/Document Delivery Services (ILL/DDS). ILL/DDS held several all-hands department-wide SWOT analysis meetings in December and January to deal with staffing and space planning issues. The possibility of relocation and the resulting lack of staff support in a new location, brought about some changes in LINE procedures to facilitate workflow. This is a continuing process.

In May, due to library staff promotions, Cynthia Kisby was appointed Coordinator of Library Instruction and relocated to the Reference Department. Online Search Services remained with LINE, and the LINE Coordinator, Ms. Semones, was asked to assume the duties of Online Coordinator as well as LINE Coordinator.

#### **Special Accomplishments of Faculty and Staff**

In February 1999, Ms. Semones participated in the DTIC Southern Regional Users Meeting and Training Conference held at the Central Florida Research Park.



In April 1999, Ms. Semones gave a PowerPoint presentation regarding LINE services to an engineering firm in Palm Bay, FL. This presentation has resulted in new business from other engineers at this engineering firm.

### **PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS**

- Graduate education and research: LINE provides fee-based library services, such as photocopying of in-house documents or journals, to graduate students and faculty as requested.
- Community partnerships: LINE provides information and library services to the Central Florida business and professional community on a cost-recovery basis. Services include online database searching, research, document delivery, interlibrary loan, and special borrower cards. These LINE services are also extended to the community at large. LINE also maintains inter-institutional agreements with several private colleges and universities in the Orlando area and/or those with distance education programs.

### **STATISTICS**

LINE's total transactions are down 12% over last fiscal year (see five-year transactional summary table below). This decrease is primarily due to a decline in online searches (down by 28%) and Special Borrower Cards issued through inter-institutional agreements (down by 26%). Document delivery increased by 10% over last fiscal year. Total billings, after deducting direct costs, were down by 18% over last fiscal year. Special Borrower Cards billings account for more than 50% of LINE total billings.

### **RECOMMENDATIONS**

- Change the unit's name in order to more accurately reflect the incorporation of Online Search Services to the unit as well as the unit's mission.
- Develop a LINE document delivery and online search request forms for use on the Library's WWW homepage.
- Examine staffing needs within LINE/Online in order to assure adequate office coverage in the unit.
- Revise the unit's Mission Statement, policy manuals, procedures, and statistical logs.
- Create a client database for LINE.

UNIVERSITY OF CENTRAL FLORIDA LIBRARY  
**LIBRARY INFORMATION NETWORK AND EXCHANGE (LINE)**  
 FIVE-YEAR STATISTICAL SUMMARY

Transactional Summary

Type of Transaction	1994/95	1995/96	1996/97	1997/98	1998/99
Document Delivery (including books and interlibrary loans)	476	773	844	678	748
Online Searching	251	261	212	219	157
Research	8	16	10	3	11
Library Instruction	N/A	N/A	N/A	N/A	4
Special Borrower Agreements	9	9	15	8	10
Special Borrower Cards	447	542	1287	1080	799
Through Agreements	195	296	929	853	592
For Individuals	252	246	358	227	207
* Credit Card Transactions	N/A	N/A	N/A	N/A	33
<b>Grand Totals</b>	<b>1191</b>	<b>1607</b>	<b>2361</b>	<b>1990</b>	<b>1760</b>

Financial Summary

Type of Transaction	1994/95	1995/96	1996/97	1997/98	1998/99
Document Delivery (including books and interlibrary loans)	\$6,206.89	\$9,135.55	\$10,862.67	\$8,140.70	\$9,271.90
Online Searching	\$11,552.87	\$15,625.47	\$13,244.39	\$12,511.29	\$9,378.92
Research	\$230.00	\$645.00	\$300.00	\$200.00	\$575.00
Library Instruction	N/A	N/A	N/A	N/A	\$600.00
Special Borrower Agreements	\$1,250.00	\$2,650.00	\$1,800.00	\$6,100.00	\$5,600.00
Special Borrower Cards	\$17,480.00	\$21,760.00	\$50,540.00	\$46,180.00	\$33,320.00
Through Agreements	\$8,860.00	\$13,320.00	\$41,955.00	\$38,685.00	\$26,490.00
For Individuals	\$8,620.00	\$8,440.00	\$8,585.00	\$7,495.00	\$6,830.00
Other Charges	\$2,353.71	\$6,648.06	\$8,077.40	\$9,570.25	\$14,177.15
Rush Fees	N/A	N/A	N/A	N/A	\$4,220.00
Copyright Fees	N/A	N/A	N/A	N/A	\$7,419.30
Delivery Fees	N/A	N/A	N/A	N/A	\$2,537.85
Total Billings	\$39,073.47	\$56,464.08	\$84,824.46	\$82,702.24	\$72,922.97
Direct Costs	\$15,448.42	\$21,540.83	\$13,170.56	**\$13,025.99	\$15,599.67
<b>Net Income (Total Billings Minus Direct Costs)</b>	<b>\$23,625.05</b>	<b>\$34,923.25</b>	<b>\$71,653.90</b>	<b>**\$69,676.25</b>	<b>\$57,323.30</b>

\* Credit Card Transactions are already included in the Financial Summary.

\*\*Figures have been amended since last fiscal year.

## **ONLINE SEARCH SERVICES**

### **Cynthia M. Kisby**

#### **THE YEAR IN PERSPECTIVE**

The end of Fiscal Year 1998/1999 finds the Online Search Services (OSS) unit in a state of uncertainty. In recent years the end-user focus of technology and the increasing number of databases directly available to students and faculty have significantly reduced the need for mediated searching. The need for instruction of all types has correspondingly increased. Statistics within the OSS unit confirm this trend showing Personalized Electronic Research Consultation (PERC) instruction appointments (including those conducted in May and June) have grown from 16% to 44% of the total OSS workload.

Further complicating the future of online searching as a separate unit this year was the April 23<sup>rd</sup> transfer of the OSS Coordinator to a temporary position as acting Coordinator of Library Instruction. This was arranged to address the more pressing workload in the Library Instruction unit caused by staff changes in the Reference Department and at the same time to logically restructure the reporting of the OSS PERC program under Library Instruction.

The mediated-type search responsibilities remaining in OSS include faculty citation analysis, chemistry searching on the Science and Technology Network and Graduate Research Assistance for Database Searching (GRADS). The GRADS program continues to provide the convenience of multi-file searching without requiring the patron's presence after the first instructional appointment. The number of GRADS searches should continue to decline given the directions and speed with which new technology is attempting to meet users' needs. A conscious decision and effort to market the GRADS program as a convenience could possibly reverse this trend. That decision could minimize instructional efforts to some extent.

Currently the responsibilities for OSS searching have been added to those of the LINE Coordinator. This temporary solution will most likely be re-addressed, especially from a staffing perspective, as clear unit and department goals are identified.

For the first time in ten years, the OSS unit did not conduct an annual service evaluation this spring. It seemed more appropriate to let the service be evaluated in context with other library services as part of the Vision and Program Review user survey. An evaluation of a specific group of PERC appointments was conducted in November 1998. Positive results were similar to those reported in previous years with the additional confirmation that PERC appointments should be voluntary rather than required as part of a course.

#### **SUMMARY**

##### **Significant Accomplishments of Faculty and Staff**

The OSS Coordinator and two colleagues saw their article describing the PERC program published in a peer-reviewed journal. The Coordinator, as a member of the Director's Advisory Group, facilitated a library T-shirt design contest. She also acted as liaison with a local company to actually obtain the shirts for library staff. Since January, the Coordinator has served on the Vision and Program Review Task Force and on the Staff Training and Development Task Force from January until April.

## **Progress Towards The President's Five Goals**

### Undergraduate Education & Graduate Study and Research:

In the last year, the Online Search Services (OSS) unit emphasized search instruction on end-user systems as opposed to fee-based, mediated searching on DIALOG and STN systems. Faculty and students received personalized instruction, at the point-of-need, at the level most appropriate to their research skills, at no additional cost.

### Inclusiveness and Diversity:

The extended family of the OSS unit, the entire staff working on the library mezzanine, shared a six-part set of self-esteem audiocassettes. The intent was to strengthen self-image and thereby enhance group collaboration. The OSS Coordinator also facilitated an in-house training session designed to identify factors leading to successful teamwork.

### **Statistics**

The attached table, Searches by Category, shows that during Fiscal Year 1999 a total of 528 transactions were counted as compared to 765 searches in the previous fiscal year. This is an expected downward trend given the increasing availability and ease of use of electronic resources. A portion of the decrease in the search statistics is due to the fact that 31 appointments for May and June are not included in OSS statistics since the PERC service transferred to Library Instruction. Actual statistics for the OSS unit show that student instruction remained at 42% of all OSS searches. Statistics for the entire fiscal year including the deleted two months of PERC appointments, would reveal an increase in student instruction sessions from 42% to 49% of all searches

## STATISTICS

### SEARCHES BY CATEGORY

CATEGORY	FY 1994/95	FY 1995/96	FY 1996/97	FY 1997/98	FY 1998/99
<b>Searches</b>					
Undergraduate Students	91	29	69	11	0
Graduate Students	64	331	463	308	97
Faculty	66	59	69	48	46
LINE (Non-University)	244	260	213	211	166
Library Staff	12	8	3	4	0
Staff	0	0	0	0	0
Campus Administration	11	0	0	0	2
Patron Documents:					
ILL Verification	43	36	48	1	0
ILL Fulltext	12	14	3	3	0
Fulltext	0	6	0	0	0
Library Business:					
Ready Reference	8	8	26	22	2
Training	12	19	25	9	5
Demonstrations	2	5	0	0	0
Housekeeping	32	32	23	22	11
<i>Subtotal</i>	<b>597</b>	<b>807</b>	<b>942</b>	<b>639</b>	<b>329</b>
<b>PERCs</b>					
Undergraduate Students				52	101
Graduate Students				66	84
Faculty				8	11
Library Staff				0	0
Staff				0	3
<i>Subtotal</i>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>126</b>	<b>199</b>
<b>Total</b>	<b>597</b>	<b>807</b>	<b>942</b>	<b>765</b>	<b>528</b>

## RECOMMENDATIONS FOR THE OSS UNIT

The existence of Online Search Service as a separate unit may depend on the outcome of the Vision and Program Review Task Force findings, as well as other budgetary and staffing considerations. Maintenance of minimal existing services as outlined earlier is addressed in the Library and Information Exchange Network (LINE) report.

## **ADMINISTRATIVE SERVICES**

**Frank R. Allen**

### **I. Scope of Operation**

Administrative Services encompasses the following:

- Fiscal and budget coordination including budget management, accounts payable, procurement, billing and accounts receivable, asset management, travel coordination, cash receipts, foundation account management.
- Human resource coordination including hiring, payroll, facilitating faculty searches, support for staff training, liaison with UCF Human Resources, assistance with orientation of new employees
- Building and mail services including U.S. mail, interlibrary loan (ILL), and courier pickup and delivery, shipping and receiving, special building projects
- Copy/Printing services including, customer service, liaison with equipment contractor, supervision of copy center, revenue collection, routine equipment maintenance.

### **II. Mission**

The mission and goal of Library administrative services is to provide seamless financial, human resource and facilities support to enable library faculty, staff and management to carry out the library's primary service missions in the best possible manner.

### **III. The Year in Perspective**

1998/99 was a transitional year for administrative services. Frank Allen joined the library in June 1998 as Associate Director for Administrative Services. A good portion of his time the first half of the year was spent becoming acquainted with library and university practices. In August the library reorganized copy/printing services by contracting equipment ownership and maintenance to a new company, while bringing overall control of the program back in-house. As part of this change the library hired Kerry Wilson as full-time copy services coordinator. These changes have enabled the copy services staff to focus more of their attention on direct patron assistance, while letting the experts maintain the hardware. While there remain areas in which to improve, equipment downtime has decreased significantly and overall service to patrons has improved. Issues to address as we go forward include moving to networked laser printing and the possibility of migrating to the UCF card.

It was a busy year in the human resources area. During the Fall and early Spring the library conducted one administrative and professional (A&P) and seven faculty searches. The good news is that all eight of these searches were successfully filled. The current search process is taking too long however. One of the major goals for 1999/2000 is to streamline search procedures while ensuring that we maintain strong and diverse pools. The library filled fourteen (14) USPS vacancies during the year, several through internal candidates.

The fiscal office received a new position this year to support a growing financial workload. Mike Bray joined our staff in February as fiscal assistant. The addition of this position is allowing the library to track, research and process accounts payable much

faster than in the past. This position is also allowing us the flexibility to rebalance position responsibilities within the fiscal and building auxiliary services area. Other accomplishments in the fiscal office included automating the travel authorization process and moving to an online interdepartmental (campus) funds transfers system.

Several facilities construction projects are currently underway. The library received a gift of \$75,000 from the Magruder Foundation this Spring to underwrite renovation of the entrance to the main library. Ten (10) new group study rooms will be ready for use in Fall, 1999. We are in beginning stages of creating a seating and conversation area in the basement featuring comfortable upholstered furniture arranged in clusters. All of these projects are directed toward enhancing the usefulness and appearance of the library for a growing campus population.

It has been a successful year. There is much to be done ahead, particularly in making better use of technology. We need to automate the payment and reconciliation process either through using campus systems such as TOPAZ or developing an in-house tracking system. We need to mount an administrative web page for use largely by in-house library staff and faculty. With our experienced administrative team I look forward to another year of progress in 1999/2000.

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#### Summary of Highlights for 1998/99:

##### Fiscal/Budgetary:

- Developed, managed and successfully closed out \$9.3 million annual budget
- Began using online travel authorization system (TARs)
- Moved to online ID transfers
- Implemented use of a purchasing card to streamline procurements for smaller dollar items.

##### Human Resource:

- Currently employing 98 full-time faculty and staff (including vacant lines), and 150 students.
- Successfully filled seven faculty , one A&P and 14 USPS positions
- Commenced revision of Library's USPS annual appraisal policy
- Commenced revision of Library's USPS position description policy
- Hosted in-house HR-sponsored Library Interviewer Training Workshop
- Hosted in-house EEO/AA-sponsored Faculty Hiring Workshop

##### Building/Facilities/Reprographic services:

- Redesigned Copy Services Program. Created new auxiliary account, hired full time staff, partially outsourced program to a new vendor (Danka Imaging) established public service policies.
- Began plans for new front entrance to the library
- Restructured mailroom area to improve efficiency

#### **IV. Activities in support of the President's Five Goals**

- Goal 1 - Support Undergraduate education: Worked with undergraduate students in College of Engineering as part of senior term project to make recommendations for improving the library's severe weather preparedness.
- Goal 4 - Diversity: Administrative Services actively participated in the Library Diversity Committee and Diversity Week 1998.
- Goal 5 - Partnering: Successfully sought support from a local foundation to underwrite cost of renovating the front entrance to the library.

#### **V. Goals and Recommendations for 1999/2000**

- Make recommendations for improvements to library's faculty search process
- Develop an administrative services web page.
- Improve accounts payable tracking and reconciliation process
- Move copy services to networked printing
- Adopt university online purchasing system
- Adopt new procedures for travel including training workshop(s)
- Develop orientation booklet for new staff and faculty
- Streamline procedures for inventory and surplus of property
- Review record retention procedures of fiscal and human resource files. Adopt policies. Surplus and/or destroy old records where permissible.



## **CATALOGING**

**Linda J. Sutton**

### **THE YEAR IN PERSPECTIVE**

#### **Summary**

This has been a year of challenges and cooperative effort. Though it was not attained until late in the academic year, full staffing was a welcome relief. At the same time, space became a premium with the addition of 1 librarian, 1 USPS position, and the receipt of the majority of the year's purchased materials. In addition, several large special collections were received.

The Department attained national status with its acceptance as a NACO AV-Funnel library. Jeanne Piascik received extensive training in this participatory cataloging project and represents UCF Libraries in our affiliation with Brown University, the lead library. The costs of cataloging via OCLC were reduced by the change from Internet to TCP/IP connections and by searcher training. The streamlining of workflow activities was implemented after the evaluation of the department's interaction with other departments and units as well as the individual work tasks within the Department.

In early May 1999, Cataloging assumed responsibility for the processing of library materials with property stamps, detection strips, barcodes, and any special containers needed. One student employee and supplies were acquired with no additional space or furniture for this activity. The overall workflow was modified to incorporate most of the new tasks into existing routines, but there is still a need for additional space for application of detection strips.

#### **Staffing:**

Cataloging regained a comparable USPS position to one lost during budgets cuts earlier in the decade. This position was filled by Letty Abulencia in March 1999. In spring semester, Kristen Gurri, SrLTA, resigned to complete her graduate studies, and Rebecca Cotting was hired. The cataloger librarian vacancy was filled by Eda Correa in April 1999. Nick Bazemore, reference librarian, who had a partial assignment in Cataloging, resigned from the University in October 1998. He also served as the liaison from Reference to Cataloging. For the remainder of the academic year, his assignment was unfilled. Rosa Rodriguez, part-time OPS employee, worked during July 1998 to begin full cataloging and classification of current CMC textbooks. Randy Satterfield, full-time OPS, completed the CMC reclassification and retrospective conversion projects begun the previous fiscal year with completion in October 1998.

The Department had the distinction to be the first UCF unit to have an employee approved for a telecommuting location from outside the State of Florida. Linda Sobey, LTA Supervisor, began her telecommute in April 1999 from Seattle. The successful experience has shown the ideal nature of certain cataloging activities for a telecommute situation. This took the cooperation of the Library Administration, Campus Administration, Library Systems Department, and FCLA to implement. Various members of the Department voluntarily assumed responsibility for Ms. Sobey's on-site duties. Claire Leonard, a 1997 retiree, re-joined the Cataloging on a part-time OPS basis to assist. Besides extensive bibliographic maintenance and authorities projects, Ms. Sobey evaluated technical services websites for potential use on the Department's web page.

**Cataloging & Database Maintenance:**

Besides the firm, approval, and standing orders normally received, the Library obtained many unique titles in 1998-1999. It acquired larger numbers of out-of-print materials as well as extensive Floridiana materials from the Thomas and Georgine Mickler estate. Literary materials from the estate of Walter and Dorothy Donnelly were also obtained. Many more of these valuable research materials will arrive in Cataloging during summer and fall semesters 1999. There were additional increases in the number of videos and television scripts cataloged that required a great deal of customization.

With the talent pool of librarians, USPS, and student employees, many foreign language titles were added to the collection without having to outsource as many titles as originally planned. Examples were: Spanish, French, Japanese, and Russian. The Gutierrez collection in Spanish literature was a welcome addition to enhance the collection.

To make the 223 U.S. government documents authored by the Ocean Drilling Program more accessible, Cataloging sought input from various Library departments in regard to the LUIS and physical access to these under utilized sets. In addition, the Department handled the volumes from the CMC's extensive deselection project. Again this year, Cataloging used FCLA's ARROW program to identify LUIS access and maintenance concerns. During periods of lower materials receipt, the staff concentrated on vital special projects such as these.

**Area Campuses/FSEC:**

Planning continued for the delivery of cataloging services to future sites using BCC/UCF as the model. More streamlined communication and transfer of materials was devised, and site visits were made to each facility. FSEC requested the addition of holdings to their LUIS records, retrospective conversion of older documents, and the establishment of a circulation unit. The requests are being reviewed for prioritization and budgeting.

**Retrospective Conversion Projects:**

Cataloging and Government Documents continued to work with FCLA and other SUS libraries on the transition from OCLC to MARCIVE as the current U.S. documents cataloging vendor. The CMC retrospective conversion and reclassification of the textbook collection were completed. This was the first on-site project for the Department.

**Special Accomplishments*****Training/Professional Development:***

- ALA Annual Meeting - Correa, Piascik, Sutton
- Alphabet Soup of Telecommunications - Sutton
- Cataloger's Desktop & Classification Plus: the next generation (SOLINET & LC) - Correa, Piascik, Sutton
- CatME for Windows (SOLINET) - Piascik, Sutton
- CPR (UCF) - Chisholm, Smith
- Electronic Library: Reality Check (Florida ACRL) - Sobey, Sutton
- English Review Class (UCF) - Chisholm, Smith
- FLA Annual Meeting - Correa, Piascik

- FrontPage (UCF) - Sobey
- GroupWise - Correa, Cotting
- Leave & Attendance (UCF) - Smith
- LC Classification (TBLC) - Correa
- Metadata (FL ASIS, Tampa) - Piascik
- NACO Training - Piascik
- OLAC - Piascik
- OCLC Cataloging Academy (SOLINET) - Abulencia
  - Books Coding & Tagging
  - Copy Cataloging with OCLC
  - Interpreting the OCLC MARC Record
- Safety Fair & Seminars (UCF) - Abulencia, Chisholm, Cotting, Smith
- Successful Searcher (SOLINET) - Abulencia, Chisholm, Healy, Johnson, Piascik, Smith, Sobey
- Understanding and Using Metadata (OCLC Institute) - Sutton

**Professional membership:**

- ALA - Correa, Piascik, Sobey, Sutton
- FLA - Piascik, Sobey, Sutton
- OLAC - Piascik

**Service:**

- Cataloger Librarian Search Committee - Smith, Sutton
- CFLC Bibliographic Enhancement Committee - Sutton
- Diversity Week Activities - All
- Library Director's Advisory Group - Johnson
- Library Faculty Day - Smith, Sobey
- Library Vision and Planning Review (ViPR) - Sobey
- LPAC - Piascik
- SUS CAGER (Cataloging Access Guidelines for Electronic Resources) - Sutton
- SUS Documents Implementation Group - Sutton
- SUS Technical Services Planning Committee - Piascik
- UCF Relay for Life Cancer Walk Team Leaders - Gurri, Smith, Sobey
- UCF Staff Council - Sobey
- UCF Web Re-design, Functionality Group - Sutton
- United Way Campaign, Library Co-Chairs - Smith, Sobey

**Facility:**

The ceiling leak problem continued again this year with serious impact on the Department. Each event created the loss of usable work space, productive work time for displaced staff, and disruption of normal workflow. In addition, the safety of employees and the environmental issues caused concern. Potential loss factors such as the replacement cost for furniture, hardware, and materials were reviewed. With the increased staffing, materials, and cataloging responsibilities, the leak problem creates a constant re-evaluation of creative and efficient use of space.

**PROGRESS IN ADVANCING UCF'S FIVE GOALS:**

- Achieved national status by acceptance as a NACO participant
- Added diversity in all areas of staffing - student, USPS, faculty employees

- Began plans for the delivery of cataloging services to new area campuses
- Completed the CMC retrospective conversion & reclassification project for K-12 textbooks
- Increased numbers of multi-lingual staff increased the number of foreign languages in which the Department can catalog; remainder being outsourced to OCLC TechPro
- Streamlined the cataloging and workflow procedures to deliver more quality and timely services to our users
- Worked with CAGER regarding future shared cataloging opportunities, especially in the Florida Heritage Project and e-resources; also, with SUS Documents Implementation Group on the MARCIVE shared cataloging project.

## STATISTICS

### 3-YEAR COMPARISON TITLES CATALOGED - ALL LOCATIONS

	1996-1997*	1997-1998	1998-1999
PRINT	39,900	55,804	41,508
NON-PRINT	**	9,868	1,560
TOTAL		65,672	43,068

### 5-YEAR COMPARISON VOLUMES CATALOGED - ALL LOCATIONS

	1994-1995	1995-1996	1996-1997	1997-1998	1998-1999
PRINT	43,116	24,063	39,587	60,883	45,366
NON-PRINT	295	2,153	2,234	9,970	2,273
TOTAL	43,411	26,216	41,821	70,853	47,639

\*Net

\*\*Not available

### CATALOGING ACTIVITY & BIBLIOGRAPHIC MAINTENANCE STATISTICS 1998-1999

ACTIVITY	COUNT
Access points	7,700
Authorities clean-up	3,742
Call #	722
Deleting, overlaying records	2,149
Labels - corrections	2,158
Labels - damaged	623
NACO	6
Notes, Contents, Summary (5xx)	371
Priority	29
Rebinds	1,745
Replacements	57
Review of bib. maintenance Requests	230
Union List Of Serials	241

**RECOMMENDATIONS:**

- Add a cataloger librarian position at the instructor level in 1999-2000
- Add two public services librarians with partial cataloging assignments in 1999-2000
- Apply cataloging standards and create procedures for customized cataloging of the many unique materials being added to Special Collections
- Begin the enhancement of LUIS and creation of OCLC records for 1988-1998 UCF dissertations and theses by the year 2000-2001
- Catalog the NTIS reports and non-UCF dissertations/theses obtained via ILL/Document Delivery Department's project
- Continue to catalog and enhance the electronic resources in LUIS via the recommendations of TAG's ERG and SUS CAGER
- Continue project management of MARCIVE contract looking at the possibility of adding a retrospective conversion project for older U.S. documents by 2001-2002
- Continue to review the ordering and workflow processes that greatly impact Cataloging
- Devise a reporting method for title and holdings statistics for electronic resources
- Implement, if approved, the FSEC projects to add holdings to LUIS records and begin the retrospective conversion of older materials
- Investigate shelf-ready cataloging of approval books, initially for the area campuses
- Investigate the most appropriate classification for local government documents
- Monitor the outsourcing contracts with OCLC TechPro
- Re-instate the full cataloging of UCF dissertations and thesis in 1999-2000
- Review the impact of technology to access materials and on Cataloging's responsibility to more fully and accurately catalog materials
  - Review these primary factors for training and staffing
  - Consider the impact on space, equipment and supply needs.

**APPENDIX  
STATISTICAL SUMMARY 1998-1999  
CATALOGED MATERIALS**

<b>PRINT VOLUMES</b>	<b>ADDED</b>	<b>DELETED</b>
Main	33,617	1,547
Brevard	3,727	
Daytona	1,611	
Curriculum Materials Center	3,273	962
Florida Solar Energy Center	158	
<b>TOTAL VOLUMES</b>	<b>39,113</b>	<b>2,509</b>
<b>TOTAL TITLE PRINT ALL LOCATIONS</b>	<b>41,508</b>	<b>2,629</b>
<b>FSEC REPORTS</b>		
Cataloged		
Uncataloged		
<b>TOTAL FSEC REPORTS</b>		
<b>MICROFORMS VOLUMES</b>		
<b>Microfilm</b>		
Main Library		
Florida Solar Energy Center		
<b>Microfiche</b>		
Main Library	886	
Florida Solar Energy Center		
<b>TOTAL MICROFORMS</b>	<b>886</b>	
<b>U.S. GOVERNMENT DOCS</b>		
Cataloged	168	1,201
Tapeloaded	5,199	120
<b>TOTAL</b>	<b>5,367</b>	<b>1,321</b>
<b>FLORIDA GOVERNMENT DOCS</b>		
<b>TOTAL</b>		
<b>SERIAL TITLE SUBSCRIPTIONS</b>		
Periodicals		
Main		
Electronic		
Brevard		
Daytona		
Florida Solar Energy Center		
Standing Orders		
All Sites		
<b>TOTAL ACTIVE TITLES</b>		
<b>TOTAL INACTIVE TITLES</b>		

<b>MEDIA VOLUMES</b>	<b>ADDED</b>	<b>DELETED</b>
<b>MAIN</b>		
Cassettes/Audio-tapes	63	
CD-ROMs	64	
Compact discs	448	
Filmstrips		
Games		
Laserdiscs	9	
Media kits		
Phonograph records	8	
Pictures		
Slides	8	
Transparencies		
Videorecordings	1,549	
<b>Total</b>	<b>2,149</b>	
<b>MEDIA VOLUMES</b>		
<b>CMC</b>		
Cassettes/Audio-tapes	7	
CD-ROMs	11	
Compact discs	38	
Filmstrips		
Games		
Kit		
Maps		
Media kits		
Models		
Motion picture		
Multi media	32	
Phonograph records		
Realia		
Slides		
Software		
Transparencies		
Videorecordings	36	
<b>Total - CMC</b>	<b>124</b>	
<b>MEDIA VOLUMES</b>		
<b>FSEC</b>		
Cassettes		
Films		
Slides		
Videorecordings		
<b>Total - FSEC</b>	<b>0</b>	
<b>TOTAL MEDIA VOLUMES ALL LOCATIONS</b>	<b>2,273</b>	
<b>TOTAL MEDIA TITLES ALL LOCATIONS</b>	<b>1,560</b>	



## **CIRCULATION DEPARTMENT**

### **Roger D. Simmons**

#### **YEAR IN PERSPECTIVE**

The Circulation Department continued successfully fulfilling its mission this year. No major changes occurred in the department's policies or procedures, although some services were improved through enhancements to the supporting computer technology. First, an electronic reserve service was implemented at the beginning of the Spring Semester using the newly developed NOTIS software from FCLA. Articles and other materials are scanned by staff and appear as electronic files accessible through WEB Luis or by their URL. This access provides greater convenience to students who wish to access the material from home or campus PCs and supports Distance Learning courses. The new service was publicized in the regular reserve reminder packet mailed to all faculty, and in a presentation of the system that was made to the Course Development staff. Initial use of the service has not been extensive, but interest has been slowly growing and more faculty are beginning to use the electronic reserve option in addition to the traditional reserve service. The other enhancements occurred in WEB Luis where two circulation services were made available online for self-activation. Patrons can now access a list of the items checked out to them, including due dates. Also, the patron has the ability to renew the loan of borrowed items without bringing them to the library by accessing this same list and marking items they wish to retain. In other service areas, the special borrower program was expanded to include Seminole Community College with the signing of a reciprocal borrowing agreement in the fall, and the Circulation Desk assumed responsibility for receiving copier problem reports and relaying them by radio to Copy Services staff.

A number of improvements were also made to the physical facilities that are managed by the department during the year. New audiovisual carrels were installed on the second floor, replacing the old pinwheel carrels. These new carrels are better designed to provide comfortable operation of the viewing stations used for the At Student Convenience and FEEDS videocassette collections housed in the Reserve Unit. The wood veneer finish selected for the carrels matches the furniture in the adjoining computer lab and greatly enhances the visual aspect of the area. At the beginning of the summer, construction began on ten new group study rooms at the east end of the first floor. These rooms will replace seven group study rooms throughout the building that have been converted to other uses and provide an additional three rooms. Eight of the rooms will have an eight-person capacity, two will have four-person capacity; all will be equipped with chalkboards. Construction will be completed early in the fall semester. The area contiguous to the new rooms lies under the skylight and historically has seen very little use. As an afterthought to the remodeling project, it was proposed that the carrels should be replaced with lounge furniture and the area be made into a light study and conversation lounge. Special funding from the 5% tuition increase program was obtained late in the year and the project should also be completed during the fall semester.

Following last year's recommendation, a comprehensive survey of the General Collection stacks shelving capacity and usage was completed during the course of the year. The information compiled shows that the existing shelving can comfortably house 1.1 million volumes. Current

growth capacity utilizing the unused shelves is 250,00 volumes. The survey also revealed that growth capacity varies considerably for each floor of the stacks and that within individual call number ranges there is even greater variation. The detailed information which was collected identifies the ranges within the collection that are most crowded, least crowded, etc. To supplement this information, a count was also made of new titles received for shelving during the course of the year, again detailed by call number ranges. This sample count of the volumes which were added will be used to project estimated growth needs within call number ranges and will be essential to making the calculations required for shifting the collection to alleviate crowding for several years into the future.

The statistics for the departments' operations reflect a year of primarily declining numbers. Total circulation of all material types decreased by 5%. Circulation of General Collection books decreased slightly by 1% over the previous year, reversing the long-term trend of steady growth. Corresponding to this essentially flat growth pattern, the number of items shelved only increased by 2%. However, the sharpest reduction occurred in Reserve item circulation, which decreased by 18%. This decrease followed a 14% reduction last year and represents the continuing effects of the changes in organizing and circulating photocopy folders and the growing use of the Internet to deliver course materials. The count of patrons using the Library fell by 8% this year. This is the second year that this measure of Library use has declined. Again, it should be noted that over the last five years there has been constant fluctuation in these numbers providing no consistent pattern of growth or decline.

## **SUPPORT OF THE PRESIDENT'S FIVE GOALS**

### Undergraduate Education

Implemented an electronic reserve service that provides greater convenience to students accessing reserve materials and supports the development of Distance Learning courses.

### Inclusiveness and Diversity

The department maintained its practice of actively recruiting and hiring minority and international students for both full-time and part-time positions. 20% of the approximately eighty students working in the department were from these two groups.

### America's Partnership University

In addition to maintaining the existing reciprocal borrowing agreements with area colleges, initiated a new agreement with Seminole Community College.

## **PROFESSIONAL ACTIVITIES**

### Roger Simmons

Served on the Associate Director for Public Services Search Committee and Evaluations Committee.

Served on UCF committees: Vice President for Research Search Committee; Graduate Council; Safety Committee.

UCF Library Representative on SUS Circulation Subcommittee.

#### Department Staff

Carol Ann Moon served on the Vision and Program Review Taskforce.

Bryan Mathews began his term of service on the Director's Advisory Council.

### **RECOMMENDATIONS**

The completion of the stack shelving use study has provided the necessary information to initiate a systematic shifting of the collection to accommodate growth in the short term. It is recommended that a further study be made to identify areas where additional shelving can be installed to accommodate growth in the long term if building expansion currently being planned is not completed in time to meet those needs. It is also recommended that a second, related, study, originally proposed last year, be made of the furniture on the stack floors. Any future expansion of the shelving ranges will necessarily reduce the usable space in the adjoining seating areas, perhaps requiring carrels or tables of a different design to maximize the remaining available space. Information on the current placement of seating that identifies areas with problems and that projects future growth would be invaluable for planning purposes.

**CIRCULATION STATISTICS**

	1998/1999	1997/1998	1996/1997	1995/1996	1994/1995
<hr/>					
<b>ITEMS CIRCULATED:*</b>					
Audiotape Tour	2,489	2,264	2,196	2,408	1,609
A-V, Music, Videos	27,041	22,386	20,813	15,098	10,239
Browsing	2,676	3,119	3,242	3,043	2,617
Documents, Maps	1,828	2,253	2,842	3,523	3,592
General Collection	236,507	239,692	224,198	215,802	205,177
Microfiche	115	155	193	214	206
Reserves	84,360	103,119	120,648	105,641	95,020
Group Study Room Keys	14,235	17,275	18,572	19,084	21,521
Headsets	3,988	4,334	8,339	12,604	10,671
<hr/>					
<b>TOTAL ITEMS CIRCULATED</b>	373,239	394,597	401,043	377,417	350,652
	=====	=====	=====	=====	=====
 <b>ITEMS SHELVED</b>	 419,093	 403,927	 381,970	 353,275	 349,101
 <b>BILLS PROCESSED:</b>					
Fines	13,889	13,565	13,212	12,493	11,956
Books	3,699	3,679	3,512	3,031	3,037
<hr/>					
<b>TOTAL BILLS</b>	17,588	17,244	16,724	15,524	14,993
	=====	=====	=====	=====	=====
 <b>OVERDUES</b>	 19,062	 18,795	 14,499	 13,183	 13,317
 <b>PATRON COUNT</b>	 1,011,621	 1,096,315	 1,174,168	 1,082,007	 1,162,029

\*Includes circulation statistics  
For Curriculum Materials Center  
And Serials Department.

# CIRCULATION BY PATRON TYPE

	1998/1999	1997/1998	1996/1997	1995/1996	1994/1995
<b>PATRON TYPE</b>					
Undergraduate Students	221,215	247,901	262,667	244,813	240,274
Graduate Students	77,907	75,928	69,145	64,151	53,001
Faculty	23,525	23,452	21,470	21,297	21,073
Staff	9,249	7,812	9,763	10,760	7,697
Alumnae	3,782	3,718	3,012	3,158	2,668
Special Borrowers:					
Affiliate	6,520	8,622	8,540	8,552	3,773
Courtesy	8,285	7,269	6,799	8,191	6,393
Associate/Subscriber	6,282	5,033	4,815	4,070	3,657
Library Charges:					
interlibrary Loan	10,601	9,323	8,936	8,442	7,160
Binding	2,162	2,097	2,527	408	692
Other	3,711	3,442	3,369	3,575	4,264
<b>TOTAL ITEMS CIRCULATED</b>	<b>373,239</b>	<b>394,597</b>	<b>401,043</b>	<b>377,417</b>	<b>350,652</b>

## **COLLECTION DEVELOPMENT & ACQUISITIONS**

### **Joseph C. Andrews**

#### **YEAR IN PERSPECTIVE**

The department continues to exhibit flexibility, creativity, planning and cohesiveness. Again, there was a significant increase in the Materials Budget. It was herculean for the Faculty and Collection Development Librarians to judiciously select materials in all formats, and the Acquisitions Unit, which conscientiously and with good humor ordered, received, submitted and processed invoices expeditiously.

**Collection Development:** Participation in the 1997 North American Title Count (NATC) has significantly increased efficiency in comparing our holdings and benchmarking when evaluating for Proposed New Degree Programs. This effectiveness was demonstrated while preparing for the following: Masters in Liberal Studies, BA/BS Management Information Systems, Ph.D. Education, Ph.D. Biomolecular Sciences, MS in Materials Engineering, and MS in Aerospace Engineering.

**Acquisitions:** An additional Senior LTA position was acquired. A pre-order searching function was created when the position was filled. Pre-order searching significantly reduced the number of duplicates not requested. The Office Assistant and 5 Senior LTA's performed all acquisitions functions in a timely manner. Applause to the personnel for placing Firm Orders, and receiving them, in addition to receiving Approvals and Standing Orders in excess of \$2.2 million. The Gifts and Exchange operation was also very busy. Dr. Jerome Donnelly donated a significant collection of books---in Memory of his parents, Walter and Dorothy Donnelly. 15,966 items were donated and 1,569 items were added to the collection.

**Special Collections/Archives:** 97 monographs and 17 paintings were added to the collection (of the 17 paintings 13 were for the Anne Marie Allison Art Collection.) Book Art Collection also is increasing: 19 volumes. In addition, we received the personal library of Sol Malkoff. This comprehensive collection consists of books on type design and printing in his personal collection which started in 1939.

#### **Special Accomplishments of Faculty and Staff**

##### **Joseph C. Andrews**

##### Professional Development:

- ALA Annual Conference, New Orleans, LA, June 25-30, 1999.
- ALCTS/as preconference, "Advancing Acquisitions: Services, Standard, and Skills," New Orleans, LA, June 24-25, 1999.
- ALA/ALCTS "Collection Management and Development Institute," Pomona, CA, March 25-27, 1999.
- OCLC/SOLINET "The Successful Searcher," UCF Library, March 22, 1999.

Service:

- Libraries: Automation Advisory Committee  
Electronic Resources Advisory Committee  
Cultural Diversity Team  
Associate Director of Public Services Search Committee  
Library Faculty Evaluation and Merit 1998-1999 Task Force
- Profession: American Library Association  
LAMA/LOMS 2000 Nominating Committee, Chair  
Risk Management & Insurance Committee, Member 1999-2001

**Dr. Chang Lee**

Professional Development:

- Florida Library Association Annual Conference, St. Augustine, May 5-7, 1999.

Service:

- University:  
Chinese American Student Association (Advisor)  
International Student Advisory Committee  
Asian Studies Committee  
Arranged the Tainan, Taiwan Performance Team's show  
at the UCF Fine Arts Auditorium, September 26, 1998
- Profession:  
Florida Library Association Continuing Education Committee  
Chinese American Library Association Finance Committee  
Chair, Chinese American Scholars Association of Florida  
Humanities and Education Section  
Seminar on the Architecture of Libraries in Taiwan and Mainland China  
Presented paper: "Architecture of a University Library should have Space  
Designed for Special Collections and University Archives" (in proceedings. pp.  
225-229) Apr 29-May 1, 1999, Taipei, Taiwan  
Executive Editor "Journal of Educational Media and Library Science"  
Taught Chinese Language and Civilization 2 classes (8 credits)
- Community:  
Advisor to Overseas Chinese Affairs Commission of the Republic of China  
Speech at Overseas Chinese Childrens Education Seminar, August 8, 1998  
Discussion panelist at Disney's National Asian Pacific American  
Heritage Month, May 20, 1999  
Presented paper: Missions of the Overseas Chinese Affairs Commission in the  
21<sup>st</sup> Century, October 31-November 1, 1998  
40<sup>th</sup> Annual Conference of the American Association for Chinese Studies  
presented paper: Missions of the Overseas Chinese Affairs Commission in the  
21<sup>st</sup> Century, October 31-November 1, 1998, in New York

**Special Collections and Archives:**

Bill Fidler

- Conducted tours of Special Collections and Bryant paintings for graduate English  
Class and Faculty Day
- Participated in the selection and acquisition of materials for Caribbean and Special  
Collections  
UCF Safety Fair, June 8, 1999

**Acquisitions:**

Tina Candela

UCF Human Resources, "Supervisory Skills Series," May 12-August 18, 1999  
UCF Human Resources, "Interrupting Bigotry in Everyday Life," June 18, 1999  
UCF Library, OCLC/SOLINET "The Successful Searcher," March 22, 1999  
UCF Student Development & Enrollment Services, "Dealing with Difficult People,"  
January 21, 1999

Mary Barrette

UCF Human Resources, "Interrupting Bigotry in Everyday Life," June 18, 1999  
UCF Library, OCLC/SOLINET "The Successful Searcher," March 22, 1999  
UCF Library, "How to Use Electronic Resources," January 1999

Randy Satterfield

UCF Library, OCLC/SOLINET "The Successful Searcher," March 22, 1999  
UCF Human Resources, "Interrupting Bigotry in Everyday Life," June 18, 1999

Ann Valente

UCF Library, "Introduction to Web LUIS"  
UCF Library, OCLC/SOLINET "The Successful Searcher," March 22, 1999  
UCF Library, "How to Use Electronic Resources," January 1999  
UCF Human Resources, "Interrupting Bigotry in Everyday Life," June 18, 1999  
UCF Library, "GroupWise Instruction"

Andrea Von Jares

UCF Student Development & Enrollment Services, "Dealing with Difficult  
People," January 21, 1999  
UCF Library, OCLC/SOLINET "The Successful Searcher," March 22, 1999  
UCF Library, Staff Development & Training Task Force, Winter 1999  
UCF Human Resources, "Interrupting Bigotry in Everyday Life," June 18, 1999  
UCF Student Union, Safety Fair, June 8, 1999

**PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS****A. Undergraduate Education**

Continued selection and acquiring materials to support the curricula; free articles are supplied within 48 hours for Journals not owned by UCF Libraries; prepare reports and participate in Accreditation Site Visits; increased access to Electronic Resources locally and through the Internet. Special Collections and Archives assisted students in locating the needed materials.

**B. Graduate Study and Research**

Articles were supplied within 48 hours at no cost for Journals not owned by UCF Libraries; assisted various Departments in submitting Proposals for New



Degrees/Programs by evaluating our holdings in the appropriate areas. Special Collections and Archives assisted Graduate Students and Faculty in locating the needed materials.

C. International Focus

Materials were selected and acquired which present comprehensive global views. These materials include videos of interest to students and faculty in the Political Science Department and College of Business Administration. 15 of the 73 Exhibits/Displays coordinated by Special Collections and Archives represented International Focus, e.g. "Culture of the Philippines," "Venezuela-Its Art and Culture," "Darker Shades of Red-Official Soviet Art and Imagery, 1917-1991."

D. Inclusivity and Diversity

Selected and acquired materials to support Multi-Cultural Education and Diversity. These materials include videos that were recommended by International Studies, and Area Studies Programs. Special Collections and Archives coordinated 24 Exhibits/Displays that focused on "Diversity."

E. America's Leading Partnership University

Donated 995 books to support the Golden Key Club National Honor Society's project to send books to schools in South Africa. Donated 5,330 items to Central Florida Area Libraries, and received 71 books in partnership with Nagoya University of Foreign Studies of Japan.

## STATISTICAL SUMMARY FY 98-99

### **ACQUISITIONS**

Firm Orders Placed.....	22,551
Approval Orders Placed.....	<u>19,713</u>
Total Orders Placed.....	42,264

Firm Orders Received.....	17,010
Approvals Received.....	19,713
Standing Orders Received.....	<u>3,692</u>
Total Orders Received.....	40,415

### **GIFTS AND EXCHANGE**

Items Received.....	15,966
Items Added.....	1,569

### **SPECIAL COLLECTIONS AND ARCHIVES**

Users.....	646
Items Acquired.....	434
Exhibits/Displays.....	73

## FIVE YEAR COMPARISON (Fiscal Years)

### **ACQUISITIONS**

	<b>94/95</b>	<b>95/96</b>	<b>96/97</b>	<b>97/98</b>	<b>98/99</b>
Total Orders Placed	31,493	27,252	28,620	41,983	42,264
Total Orders Received	28,732	25,050	26,883	37,316	40,415

This correlation reflects an increase in the Library's materials budget during the same period. The materials budget for Fiscal Year 1997/1998 was \$4,623,379.00. The materials budget for Fiscal Year 1998/1999 was \$4,731,400.00. This represents a 2.3% increase in the materials budget during the past two years. During the same period Total Orders Placed increased by .67%, and Total Orders Received increased by 8.3%.

### **GIFTS AND EXCHANGE**

	<b>94/95</b>	<b>95/96</b>	<b>96/97</b>	<b>97/98</b>	<b>98/99</b>
Items Received	19,790	19,238	15,583	13,882	15,966
Items Added	4,537	3,049	2,047	1,895	1,569

#### **Percent Change from 97/98-98/99**

15% increase (Items Received)

17.2% decrease (Items Added)

### **SPECIAL COLLECTIONS AND ARCHIVES**

	<b>94/95</b>	<b>95/96</b>	<b>96/97</b>	<b>97/98</b>	<b>98/99</b>
Boxes of Archives added	24	16	9	16	16 A
User Served	1317	1380	766	713	646 B
Books added to Sp.Coll	597	690	424	361	434 C
Reference Questions	86	39	40	26	39 D
Exhibits Mounted	76	74	7	74	73 E

#### **Percentage Changes From 97/98-98/99**

- A. 0% change
- B. 9.4% decrease
- C. 20.2% increase
- D. 50% increase
- E. 1.4% decrease

These decreases reflect that the number of items added vary from year to year, and that faculty usage and students' assignments have shifted. In addition, we have decided to restrict the UCF Archives to Annual Reports for Presidents, Provosts, Deans, Directors and selected publications.

**VOLUMES RECEIVED FY 1998/1999**

Firm Orders.....	17,010
Approvals.....	19,713
Standing Orders.....	3,692
CMC.....	1,910
Gifts.....	1,175
Total Volumes Received.....	40,962
Videos.....	1,305
CD-ROMS.....	114

Note: The Acquisitions Unit has revised its Monthly Statistics Form (see Form, "Volumes & Items Received FY 98/99.") Consequently, there is no comparison this year.

## **RECOMMENDATIONS**

### **Collection Development:**

1. Continue to compare and benchmark our holdings with selected librarians that participated in the 1997 North American Title Count (NATC)
2. Subscribe to the OCLC/WLN Collection Assessment and Analysis and Conspectus, and provide a training workshop for all librarians with Collection Development responsibilities.
3. Continue to use the latest published OCLC/AMIGOS Collection Analysis System to identify gaps (specific titles) in our collection for retrospective purchases.
4. Continue the existing, effective Faculty/Library Liaison relationship.

### **Acquisitions:**

1. Review procedures and workflow in order to increase efficiency and effectiveness.

### **Preservation:**

1. Review existing Preservation Policy and Procedures.

### **Special Collections and Archives**

1. Locate space in the building for potential storage of non-print items.

## **CURRICULUM MATERIALS CENTER**

### **Gary L. Hyslop**

#### **MISSION STATEMENT**

The Curriculum Materials Center (CMC) is a unit of the UCF University Library and located in the Education Building. The CMC provides representative K-12 curriculum materials for preview, review, analysis, and circulation. The facility serves primarily the students and faculty of the College of Education (COE) and plays a unique role in the educational process of current and future educators.

#### **ACCOMPLISHMENTS AND PROGRESS**

Gary Hyslop, Head of the CMC, continued to work closely with architects, the COE's Building Innovations and Renovations Committee, Hurd Construction Company's personnel, and UCF's Facilities Planning personnel to see the new CMC successfully through to completion. The unit has proved to be functionally improved and also esthetically appealing.

The new CMC has 133 data lines, new study tables that incorporate multiple docking stations with flat work surfaces, new shelving throughout the unit, as well as a variety of new equipment, new computer stations, and new furniture. The unit's design includes capability for technological expansion in the future.

The new CMC includes a display case visible from the lobby of the COE. The display case, the first thing patrons see on entering the unit, will continue to reflect thematic, topical educational presentations each month, focusing attention on the CMC's wide-ranging collections and services.

The CMC continues to develop the collection of representative K-12 materials with a particular effort to diminish ethnocentrism, to foster global and multicultural education and to encourage an appreciation of the values of racial, ethnic, social and cultural diversity. Two successful collection development trips to Mumford Library Books, Inc., Jacksonville, FL, this year produced hundreds of added titles.

The CMC Web site was expanded to include ten new pages of award and honor books within the collection.

Informational brochures dealing with general information about the CMC and with assistance using LUIS to access the CMC's collections were updated on the CMC Web site.

#### **PRESIDENT'S FIVE GOALS**

The CMC collections-mainly supportive of undergraduate programs-continue to support and strengthen the UCF's focus on a stronger undergraduate program while providing some support for graduate programs. The collections are ever expanding to include a greater breadth of diversity issues as well as multicultural and global education. The partnership between the CMC/Library and the COE is a working example of shared missions in the UCF family.

CMC Head Gary Hyslop has worked closely with COE faculty member Cynthia Hutchinson in co-presenting at two international conferences this year. Hyslop and Hutchinson co-authored two articles published this year. Hyslop has strengthened community relationships in providing support and mentoring for the teachers at Celebration School as well as support for students and teachers of Altamonte Elementary School.

### **PERSONNEL CHANGES**

The CMC's night/weekend supervisor's position was filled by Senior Library Technical Assistant Pamela Jaggernauth.

### **PROBLEMS SOLVED**

- Seeing the new CMC unit completed, completion of a successful plan to move materials, equipment and furnishings into the new unit, the erection of new shelving in the new unit, and opening to patrons with a minimum of down time.
- Completion of the cooperative project between the CMC and Cataloging to re-classify the Textbook Collection. Many older textbooks in the collection were identified for de-selection, with the cooperation and assistance of COE faculty members.
- Integration of the professional and general collections at the time of the move from the old unit to the new.
- Expansion and updating of the CMC web page to support the unique curriculum needs of the patron community.
- Replacement of old study tables with new, highly functional ones, and replacement of older equipment in CMC labs with new.

### **PROBLEMS TO BE SOLVED**

Meeting the unique funding needs for supporting and developing the Textbook Collection.

Meeting funding needs of the Text Collection.

Meeting the multimedia needs of the patron community within the shelving limitations offered by the new unit.

### **GOALS**

Goals for the upcoming year include the following:

- Develop a funding plan for both the CMC's Test Collection and the Textbook Collection.
- Plan and hold, at the completion of new construction in the area of the CMC, an official CMC opening, inviting particularly COE students, faculty, and administration.
- Devise a plan with the COE Art Department and the COE administration to display in the CMC art works of COE students; the plan should include agreements as to security issues and as to responsibility for costs of matting, mounting, framing and maintaining the art works.
- Develop new information handouts, specific to various major areas of study in the COE.

- Arrange more efficiently the office function of the CMC, creatively meeting the challenge of less storage space.
- Plan for purchase and installation of partitions to provide needed visual and auditory privacy for CMC office functions.

### **SIGNIFICANT PROFESSIONAL ACTIVITIES**

CMC Head, Gary Hyslop served on two important task forces in the library this year, the Vision and Planning Review Task Force and the Evaluation and Merit Task Force. Hyslop also served on the College of Education's Technology Committee and met regularly with the COE's Building Innovations and Renovations Committee.

Hyslop co-authored with Dr. Cynthia Hutchinson, "Creating an Elementary School Home Page: A Collaboration to Expand the Electronic Horizons of University, College, and Intermediate Age Students," *The Journal of Educational Media and Library Science*, which was published spring of 1998.

Hyslop co-authored with Dr. Cynthia Hutchinson, et al, "A Professional Development School Partnership Initiative, which was published in *The Southeast Regional Association of Teacher Educators Journal*, February 1999.

Hyslop co-presented with faculty members from UCF, Stetson University, Auburn University, "The Celebration Professional Development School Partnership," at the Association of Teacher Educators' Annual Meeting, Chicago, Illinois, February 1999.

Hyslop co-presented with faculty members from UCF, Stetson University, Auburn University, "Mickey Mouse Goes to School: The Celebration Professional Development School, a Collaboration Among Four Universities and Celebration School in Disney's Town of Celebration, Florida," at Southeast Regional Association of Teacher Educators' 45<sup>th</sup> Annual Conference, Nassau, November 1998.

Hyslop served as a reviewer and Selection Committee member for the David Watts Scholar Award, sponsored by the Southeast Regional Association of Teacher Educators. Hyslop was a presenter at the awards ceremony in November.

Hyslop was re-elected as a senator to the UCF chapter of United Faculty of Florida.

Hyslop served on the United Faculty of Florida/Board of Regents Task Group on Librarian Issues. The Task Group made formal recommendations to the UFF/BOR Bargaining teams on issues relating specifically to the SUS librarians.

Hyslop was elected one of eleven delegates from the state of Florida to the National Education Association's National Representative Assembly for 1999.

Hyslop served as a delegate to the Florida Teaching Profession/National Education Association Representative Assembly this year as well as attending the two United Faculty of Florida state senate meetings in his role as a UCF UFF Senator.



Hyslop lobbied Florida senators and representatives for improved funding for education at all levels in the state.

**STATISTICAL SUMMARY**

Foot Count:	70,465
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Other Facility Use:

Production Lab	919
Audio-visual Lab	1,262
Classes (members)	513

Circulation of Reserve Items:	16,985
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**PARTNERSHIP LIBRARY SERVICES, Brevard Campus**  
**Mem Stahley**

**THE YEAR IN PERSPECTIVE**

Partnership and library service expansion were the major themes at the Brevard Area Campus in 1998 – 1999. The library staff hired during the last quarter of this year is representative of UCF's enhanced partnering and expanded presence in Brevard County. The creative energy and activities of our two newly hired librarians during their short tenure at the Joint Use Library illustrate how UCF's commitment to library service will continue. For example:

- individual collection development and bibliographic instruction assignments have been made so faculty and students will have a primary point of contact;
- the New Student Orientation PowerPoint presentation has been revised;
- a PowerPoint presentation has been developed relevant to search strategies and database-specific information, and is being incorporated into a handout;
- modifications to Orlando's Personal Electronic Research Consultation (PERC) program have been proposed; flyers have been designed and service request forms prepared for Brevard's PERC-UP initiative;
- revisions to the General Library Services brochure are being reviewed by Orlando and BCC staff;
- new and additional WebLUIS PCs and printers have been requested and installed;
- the BI evaluation form has been revised and a strategy conceived for expanding the statistical analyses of instruction sessions;
- coordination with Orlando has begun for updating Cocoa's participation in the Cornerstone course;
- accessibility of databases through Proxy and through Pegasus has been investigated and discrete lists compiled;
- full-text and citation database e-mail and download capabilities have been tested and the information is being incorporated into a handout;
- a comprehensive list of full-text journals available through UCF and BCC databases has been compiled for the Joint Use Library and a UCF-specific subset forwarded to Orlando;
- new library staff have participated in professional development for partnering: BCC Titusville search committee, UCF library resources demonstration session for Library Association of Brevard; BCC database training sessions.

As our library service area has expanded, so have our joint-use information access initiatives. At our Palm Bay Center, in cooperation with BCC's Palm Bay Campus, the University provided dedicated network and World Wide Web access via four personal computer systems. Our collection development strategies at Palm Bay were launched on a \$10,000 start-up expenditure in support of course offerings within the colleges of Business and Education. Relevant to other library locations, such as Lake-Sumter Community College, South Orlando and the Downtown Center, our Associate Director of Library and Administrative Services made site visits for the purpose of resource needs assessment. At the behest of the Director of University Libraries, an off-campus library development model was designed, which includes start up and ongoing costs for collections, connectivity, equipment and document delivery.

### **Special Accomplishments of Faculty and Staff**

In a clear demonstration of successful partnering, not only with our BCC colleagues but also with our colleagues in Orlando, we coordinated continued library service from March 29 to April 2, during BCC's 1999 Spring break.

### **PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS**

The addition of two full-time librarians has strengthened the partnership relationship with Brevard Community College. BCC library faculty and staff devoted hours to training UCF librarians in all areas of library operations, explaining BCC procedures and describing their interactions with UCF policies. Having two full-time UCF librarians augment reference desk coverage has, as expected, allowed BCC Librarians to spend more time completing tasks in Circulation, Periodicals, Online Systems, and Cataloging. In many ways, the partnership between the BCC and UCF library staff has become seamless. For example:

- UCF staff provided comments on the BCC Library Services brochure;
- BCC staff provided comments on the UCF Library Services brochure;
- BCC and UCF staff work together on facility enhancements such as improving signage; rearranging furniture; and providing holders for note paper, pencils, and brochures;
- the BCC Cataloger suggested re-cataloging the UCF Young Adult collection so that it mirrored the classification scheme used for Orlando's collection;
- UCF staff helped design the library services coupon offered to all new BCC students;
- BCC offered to extend interlibrary loan privileges from State community colleges to UCF students;
- BCC circulation staff link records between UCF systems so UCF students do not need to travel to Orlando or place a long distance telephone call;
- BCC staff willingly sit at the reference desk so all UCF librarians can meet on a regular basis;
- UCF staff willingly sits at the reference desk so all BCC librarians can meet on a regular basis.

Library support staff also played a role in enhanced partnerships. Working closely with the Office of Instructional Resources to design web page templates, as well as with UCF and BCC librarians, and all college and students service offices to determine content, our library office assistant developed new software skills to launch and maintain the UCF Brevard Campus web pages.

## STATISTICS

The following table illustrates our individual UCF contribution to Reference service in our inaugural year of expanded staffing.

<b>REFERENCE DESK COVERAGE</b>	<b>Librarian Docurro</b>	<b>Librarian King</b>	<b>Adjunct Librarian Stoddard</b>	<b>Total</b>
Primary Hours/Percentage	15.0	13.5	17.0	45.5/63.6%
Additional Summer Hours	0.5	0.5	1.0	2.0
Backup Hours - Total	2.0	8.0	3.0	13.0
Backup Hours for BCC Staff	2.0	6.0	0	8.0
Saturday Hours	8/48	8/48	0	16/48
Primary Hours + Backup to BCC/Percentage				53.5/74.8%
Week with Primary Hours + Backup to BCC + Working a Saturday/Percentage				61.5/86%
Overall Percentage, including Saturdays				70.6%

### 1999 Spring Break Library Traffic Statistics

The following headcount reflects a 28% reduction in regular library hours due to minimal staffing. For context purposes, we compare the week of March 8-12 (regular hours, full staff complement). That week the gate count tally totaled 3240. Adjusting for decreased service hours, the count would compare favorably to ~1400 headcount.

March 29-April 2, 1999: Gate count for library use

Monday:	277
Tuesday:	257
Wednesday	221
Thursday	230
Friday	116

TOTAL	1101
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### Five Year Comparative Statistical Analysis, 1994-1999

	1998-1999	1997-1998	1996-1997	1995-1996	1994-1995
Library Materials:					
<i>Brevard Expenditure</i>	N/A	\$219,844.46	\$135,384.00	~\$85,000	\$78,000
<i>Orlando Expenditure</i>	N/A	~\$4,000	N/A	N/A	N/A
Binding Service	\$2,243.20	\$8,879.75	N/A	N/A	N/A
Volumes Bound	257	1,608	N/A	N/A	N/A
Library Instruction:					
<i>Students</i>	199	144	231	238	178
<i>Classes</i>	12	10	16	11	15
Reference Coverage (Hours/week)	43.5-61.5*	40*	40	15	13.5

\*Weekly reference desk coverage varies and is dependent upon weekend and back-up assignments.

### RECOMMENDATIONS

Finding alternative ways to meet the diverse needs of distance learners will be one of the greatest challenges facing library staff as they enter the next millennium. Enhancing the Joint Use Library Web page with value-added information; resolving the obstacles to full electronic access; providing telephone and e-mail reference service are just some of the projects that need to be pursued.

Balancing a strong print collection with electronic resources will continue to be a primary objective. Revision of the Approval Books Plan, coordination of new acquisitions with partnering institutions, better acquisitions control via online access to the automated acquisition database, and participation in the review and negotiations for electronic resources should all be components of this effort. The approval plan update and inter-institutional coordination of acquisitions clearly support our mission to provide information resources in support of our

courses and programs. Read-only access to our automated ordering systems will assure system security, enable us to monitor individual subject area purchases, avoid duplication of orders and maximize our materials expenditures.

Expansion of bibliographic instruction services is expected to occur. It is essential that library staff be able to provide suitable instruction on UCF electronic resources. Implementing PERC-UP, Brevard's version of the Personal Electronic Research Consultation, will provide one-on-one instruction, which can be conducted in an office or at the research stations. Small groups of four or less also can make use of the WebLUIIS machines available in the Reference area. However, arrangements for larger groups still need to be made. Class-size group instruction can be accomplished by coordinating with the Joint Use Computer Lab, overcoming the barriers to dedicated WebLUIIS access in the Joint Use Library BI Classroom, or finding another alternative that will allow for hands-on instruction to currently inaccessible resources and databases. Remote students demand access to all UCF resources. Since our proxy server does not consistently provide uniform information access, we need to devise licensing agreements with vendors that do not require IP-specific user authentication.

## **REFERENCE DEPARTMENT**

### **Meg K. Scharf**

#### **YEAR IN PERSPECTIVE**

##### **Summary**

The continuing challenge for the Reference Department during the 1998-1999 academic year has been the maintenance of traditional services and resources as the need to provide new services and remain competent in the electronic environment increases exponentially. The University Library dramatically increased its print and electronic holdings this year, creating new opportunities to reach students, faculty and the community in a resource-rich environment. The integration of print and electronic resources, keeping pace with enrollment and increasing faculty requests, and maintaining technological competency are daily challenges for the members of the Reference Department.

#### **THE YEAR IN REVIEW: SERVICE, INSTRUCTION, OUTREACH, GOVERNMENT DOCUMENTS AND PATENTS, AND PERSONNEL CHANGES**

**SERVICE:** As the composition of the student body changes and enrollment grows, the need for one-on-one assistance with changing resources grows as well. The Reference Department is continuing to diversify its services to meet this need. For the second year, the Reference Department offered extended Desk service until 11 p.m. for students with evening classes. The Quick Reference Service (QRS) became part of the Reference Department this year. QRS answers reference questions by telephone and email. Reference librarians also participated in the Personalized Electronic Research Consultation (PERC) service, which gives patrons an appointment with a librarian for extensive, in-depth research assistance.

#### **LIBRARY INSTRUCTION PROGRAM**

Carole S. Hinshaw

The Library Instruction Program made substantial gains this year. The number of course-related classes increased by 73%, while the number of students taught increased by 69%. Fewer librarians participated in the Library Instruction Program this year, yet user instruction was delivered by several methods to approximately 36% of the UCF student population: 6,085 attended course-related classes; 4,000 library users completed the Library Audio Tour; and 700 students completed the WebLUIIS Online Tutorial.

The substantial increase was attributed to several conditions, which included improved marketing of the program; growth in class sizes; and the construction of the library's second electronic classroom. Smaller classes were taught in the Library's two electronic classrooms, while larger classes were taught in media enhanced classrooms and auditoriums with ITV connections. Library classroom 235A was refurbished and equipped with seventeen state-of-the-art workstations and projection system. This

additional electronic classroom enabled librarians to teach two classes simultaneously or to split large classes and offer similar hands-on instruction. By using LIMO, the library's laptop computer, in older locations which lack electronic enhancement, the library reached groups on and off campus.

A three tier user education model enabled the Program to reach more students, while allowing instructor librarians to focus on advanced research strategies for upper level undergraduate and graduate courses. Since its origination in 1991, the Library Audio Tour has become a popular and necessary method of providing basic information about the library and WebLUIIS. Because of changes in WebLUIIS and the relocation of materials, the tape and the exercise worksheet were edited and expanded to familiarize users with new WebLUIIS enhancements and search techniques.

The continued use and refinement of the online WebLUIIS tutorial decreased the need for classroom instruction for novice library users in English Composition courses. This enabled teaching librarians to spend time developing course-related research sessions. Athena Hoeppner designed the WebLUIIS tutorial using WebCT, for which she continues to receive praise. The Association of College and Research Libraries listed it among the top ten online tutorials in the United States.

The Library Instruction Program continued to welcome the community to use the Library. Visiting groups included public and private school students, the Central Florida Writers Project, and the Lifelong Learning Institute for Elders (LIFE).

**OUTREACH:** This year, the Reference Department continued its efforts to build awareness of the library and its human, print, and electronic resources. A series of efforts to reach users included:

**Faculty Day:** An open house for faculty, including demonstrations, exhibits, refreshments and door prizes, attended by over 70 faculty members. A Committee composed of Buenaventura Basco, Penny Beile, Rich Gause, Peter Spyers-Duran and Ying Zhang (Chair) planned and coordinated a successful day.

**Winter Institute for Faculty Development:** Sponsored by the Faculty Center for Teaching and Learning. The Reference Department coordinated the library's participation. 4 Institute modules were taught by librarians in the Library's classrooms as part of the week's activities.

**Summer Institute for Faculty Development:** Sponsored by the Faculty Center for Teaching and Learning. The Reference Department coordinated the library's participation. 4 Institute modules were taught by librarians as part of the week's activities. Librarians attended and actively participated in the Institute's events. Seven librarians acted as consultants to teams of teaching faculty, and the Library prepared a poster session for the final reception.

Librarians taught modules in the library classrooms for the New Faculty Orientation and for the Graduate Teaching Assistant Orientation, both sponsored by the Faculty Center for Teaching and learning.

Five reference librarians staffed a Library display table at the Welcome Expo, a program designed to help first-time students learn about services and resources at UCF.



The Library gave presentations on Patents and Trademarks and on UCF's electronic library resources at the demonstrations given for students attending the State Science Fair, on April 9, 1999.

The Reference Department arranged for Library staff and faculty to tour OIR's DIPL and CREOL during the Fall Semester Break.

Every one of the Reference Department's handouts (70+) in the "Starting Points" and "How To" series were updated, revised, and edited to reflect the addition of new print and electronic resources, and the approach to information without regard to format, co-coordinated by Penny Beile and Cheryl Mahan.

Rich Gause, Patricia Kenly, Marcus Kilman, Cheryl Mahan, and Peter Spyers-Duran each travelled to the Joint Use Library at Brevard Community College to serve at the Reference Desk during Spring Break at BCC.

Many members of the Reference Department volunteered to help at two national conferences for higher education that took place in Orlando, Syllabus and EDUCOM.

The Reference Department's first outreach event for the Central Florida community. Patents Day, coordinated by Peter Spyers-Duran, assisted by Rich Gause, was attended by over 25 people on December 12, 1998. The day featured demonstrations, hands-on workshops, displays, and a presentation by a patents attorney.

In February, 1999, the IT&R Expo in the Student Union included displays on Government Documents and library resources, staffed by Athena Hoepfner, Rich Gause, Peter Spyers-Duran and Meg Scharf.

## GOVERNMENT DOCUMENTS

Rich Gause

### YEAR IN PERSPECTIVE

This year we were selected to participate in the NTIS/GPO Depository Library Pilot Project to provide full-text electronic access to recent NTIS documents via the Internet. Only 22 of the 1,350 Depository Libraries are involved in this pilot project.  
<<http://library.ucf.edu/govdocs/ntis/>>

Our Depository Library access to the U.S. Department of Commerce's STAT-USA Website was expanded with a campus-wide subscription in November 1998. *State of the Nation* provides current and historical economic and financial releases and economic data. *GLOBUS & NTDB* provide current and historical trade-related releases, international market research, trade opportunities, country analysis, and the *National Trade Data Bank (NTDB)*. < <http://www.stat-usa.gov/stat-usa.html> >

We held a Patents Open House in December 1998 which included a presentation by a local patents attorney. Attendees included members of inventors' organizations from local communities.

In January 1999, we completed and submitted the Self-Study of our Federal Depository Collection, the first step in our periodic inspection by the U.S. Government Printing Office. We were last inspected in March 1993.

Subscription access to the Statistical Universe database was added in January 1999 for all SUS Libraries, providing the full text of *Statistical Abstract of the U. S.*, plus indexing and abstracts (with some full text available) from *American Statistics Index* (ASI), *Statistical Reference Index* (SRI), and *Index to International Statistics* (IIS). < [http://sp11.nerdc.ufl.edu/~fclwlui/Gateways/stat\\_u.html](http://sp11.nerdc.ufl.edu/~fclwlui/Gateways/stat_u.html) >

Throughout the year the Reference Department Head, Meg Scharf, met at least monthly with the Government Documents Coordinator, Rich Gause, the Patents & Trademarks Coordinator, Peter Spyers-Duran, and the Documents Assistant, Patricia Hall. These brief meetings of the Government Documents Team provided a forum for planning and open communication.

Patricia Hall hired and trained new student assistants throughout the year. She worked with these student assistants to ensure that documents were routinely processed and available on the public shelves within 48 hours of receipt. In comparison, many other Depository Libraries routinely discuss dealing with backlogs of several weeks.

Other accomplishments in Government Documents include:

- ❑ Coordinated with the Head of Cataloging our participation in the SUS change from OCLC tapeloads to MARCIVE tapeloads for Federal Depository documents. Began receiving MARCIVE-produced call number labels in January 1999.
- ❑ Prepared title lists of all items not currently selected for review by Collection Development Librarians, resulting in the addition of approximately 180 item numbers to our selection profile.
- ❑ Reorganized the Documents Ready Reference area to provide improved access to indexes, microfiche and high-use documents.
- ❑ Reorganized the Government Documents computer workstations and revised the help sheet identifying available products. Provided a hands-on training session for Reference Librarians.
- ❑ Revised the help sheet for National Trade Data Bank (NTDB) CD-ROM and created new help sheets for the Census CD-ROMs and the LandView CD-ROMs.
- ❑ Reorganized the Patent And Trademark Depository Collection, including replacing the computer workstations to accommodate the transition to DVD technology. Revised all the help sheets and provided hands-on training sessions for Reference Librarians.
- ❑ Created new Library Web pages for Local Government Resources, Government Resources for Other States, Foreign & International Government Resources, Document Databases & Indexes, Other Document Resources, and Tax Information. Revised the Library Web pages for the Government Documents Collection, Federal

Government Resources, Florida Government Resources, Patents, Trademarks and Copyright. < <http://library.ucf.edu/govdocs/> >

- ❑ Prepared Government Documents and Patent/Trademark displays for the Library's Faculty Open House in September 1998. < <http://library.ucf.edu/presentations/1999/ala1999-01/images/> >
- ❑ Assisted librarians, faculty, staff, students and members of the public with Documents-related questions, including direct telephone inquiries.
- ❑ Reviewed all additions to the Documents collections and occasionally selected items of interest to route to appropriate Collection Development Librarians. Some items of broader interest have been placed on public display or on a shelf at the Reference Desk for staff review before shelving. E-mail and announcements at staff meetings have also been used to communicate information about documents resources to Reference and other staff members.
- ❑ Participated in the following listservs: GOVDOC-L, DOCTECH-L, FEDREF-L, PTDLA-L, FLADOCS, and SUSDOC-L.
- ❑ Assisted Circulation staff in identifying sources to replace documents lost by patrons.
- ❑ Rich Gause served as the 1998-99 Leader for the Florida Library Association's Government Documents Interest Group and coordinating the Interest Group program for the 1999 Florida Library Association annual conference in St. Augustine.
- ❑ Rich Gause, Peter Spyers-Duran and Patricia Hall regularly attended meetings of the Central Florida Library Consortium's Government Documents Interest Group. Meg Scharf, Rich Gause and Peter-Spyers-Duran presented a program on "Marketing of Government Documents" at the November 1998 meeting.
- ❑ Peter Spyers-Duran attended the U.S. Patent & Trademark Depository Library Annual Meeting, Washington, DC, in March 1999.
- ❑ Rich Gause attended the Federal Depository Library Council Meeting & Conference, Bethesda, MD, in April 1999.
- ❑ Rich Gause continues to serve on a national committee: CIS/Lexis-Nexis Academic Universe Content Review Committee.
- ❑ Rich Gause and Peter Spyers-Duran presented "Marketing of Government Documents" at the UCF Campus Showcase of the EDUCOM 1998 Conference in October 1998.  
< <http://pegasus.cc.ucf.edu/~rgause/EDUCOM/educom.htm> >
- ❑ Rich Gause attended a three-day GIS continuing education course, "GIS and the Florida Geographic Data Library (FGDL)" at the TREEO Center Computer Lab, Gainesville, in November 1998.

## THE PRESIDENT'S FIVE GOALS

We consider the Documents Collection and the resources provided through the Federal Depository Library Program (FDLP), Florida Public Documents Depository Program (FPDDP), and Patent and Trademark Depository Library Program (PTDLP) to be an integral part of the Libraries' contributions to achieving the President's goals. The materials available in print, microform and electronic formats have value across all disciplines and for undergraduates, graduates and researchers. As the largest Federal Depository Library and the only Patents Depository in the metropolitan area, we frequently serve as a resource for other libraries and for members of the general public referred from government agencies. We have made great strides towards improving

access to these materials in this past year and hope to create an increased awareness of the riches awaiting those who seek them.

## FUTURE PLANS

The NTIS/GPO Depository Library Pilot Project will conclude in December 1999, at which time we will participate in reviewing the process.

We expect to complete a full review of the Documents Collection in 1999-2000 to identify items to be withdrawn, as well as potential cataloging problems. Upon completion of this review, we would like to develop plans with the Cataloging Department for a full retrospective cataloging project of the Documents Collection to provide improved access to the materials therein.

We have discussed the possible addition of equipment to provide greater access to GIS information available in government and commercial products.

We hope to initiate greater promotion of our resources to the general community through liaison with the local public libraries and local offices of government agencies.

We are in the preliminary stages of investigating electronic check-in systems for documents.

**PERSONNEL:** A successful search concluded with the hiring of three new Reference Librarians: Linda Colding, Donna Goda, and Michael Gorzka. Marcus Kilman and Ingrid Hunt joined the Reference Department when the Quick Reference Service became part of the Reference Department. Kimberly Montgomery will be changing her duties with the Library's Web pages for a new assignment in Cataloging at the start of the 1999-2000 academic year. After ten years in the Reference Department, Rochelle Ballard left for a newly created position at Texas A&M University. The Library created a new position, Electronic Resources Librarian, to perform some of the duties previously assigned to Rochelle with the CD-ROM LAN and the ERA, along with Kimberly Montgomery's Web responsibilities. Athena Hoepfner has assumed the Electronic Resources Librarian position. Although the position now reports to the Associate Director for Public Services, Athena's office will continue to be located in the Reference Department, and she will have a great deal of interaction with Reference librarians. In April, Meg Scharf was appointed Associate Director for Public Services. Carole Hinshaw was appointed Acting Head of the Reference Department. Cynthia Kisby became Acting Coordinator of Library Instruction. The contributions of Denise Dotson, Patricia Hall, Ingrid Hunt, and Nancy Stephens continue to be a stable foundation and support for many of the services and outreach efforts offered by the Reference Department.

## SPECIAL ACCOMPLISHMENTS OF FACULTY AND STAFF

### *International Conference Attendance and Presentations*

Scharf, Meg, Ruth Marshall, Karen Smith and Judy Welch, "Collaborative Model for Faculty Support", paper presented at the Lilly Conference, East Anglia Polytechnic University, Essex, England, July, 1998.

International Conference on New Missions of Academic Libraries in the Twenty-First Century, Beijing, China, October, 1998: Ying Zhang

### *National Presentations and Publication*

Basco, Buenaventura, Penny Beile, Rich Gause, and Ying Zhang, "Reach Out and Touch Someone: Using an Open House to Market Library Resources to Teaching Faculty", poster session at the American Library Association Annual Meeting, New Orleans, LA, June, 1999.

Gause, Rich, "Don't Throw Out the Baby! Combining Classic Methods of instruction with New Technologies", paper presented at Syllabus Regional Conference, Orlando, FL, March, 1999.

Gause, Rich, and Peter Spyers-Duran, UCF Showcase presentation at EDUCOM, Orlando, FL, October, 1998.

Hinshaw, Carole, "Evidence-Based Medicine: Finding the Forest for the Trees", American Association of Physiatrists Annual Conference, Orlando, Florida, February, 1999.

Hinshaw, Carole, Marcus Kilman and Cynthia Kisby, "Extended Reference Service in the Electronic Environment", Information Technology and Libraries, June, 1999.

Hinshaw, Carole, Marcus Kilman, and Cynthia Kisby, "PERC – Personalized Electronic Research Consultation", UCF Showcase presentation at EDUCOM '98, Orlando, FL, October, 1998.

Hinshaw, Carole, and Phyllis Ruscella, "Designing the Perfect Electronic Classroom; the Good, the Bad, the Ugly", paper presented at Syllabus Regional Conference, Orlando, FL, March, 1999.

Hinshaw, Carole and Meg Scharf, "Tooting Someone Else's Horn: Partnering to Get Library information to Distance Learners", poster session at the ACRL Library Instruction Section's President's Program, "Nothing But Net", American Library Association Annual Meeting, New Orleans, LA, June, 1999.

Hoepfner, Athena. "Getting Up, Getting Over...and Diving In", presented at 14<sup>th</sup> Annual Computers in Libraries, Arlington, VA, March, 1999.

Hoepfner, Athena, Stephanie Dennis, and Sallie Harlan, "All About Tutorials", 27<sup>th</sup> Annual LOEX Conference, Houston, TX, March, 1999.

Kilman, Marcus, Meg Scharf, and Jeannette Ward, "If You Build It – Will They Know It's There", poster session at EDUCOM '98: Making the Connections. Orlando, FL, October, 1998.

Scharf, Meg, Ruth Marshall and Karen Smith, "Faculty Support for Teaching Innovation", a half day workshop given at Syllabus Regional Conference, Orlando, FL, March, 1999.

Scharf, Meg, and Jeannette Ward, "Electronic Plagiarism", paper presented at EDUCOM '98, Orlando, FL, October, 1998.

Scharf, Meg and Jeannette Ward, "Plagiarism on the Web", presented at the Midwinter Meeting of the Government and Nonprofit Section, American Accounting Association, Orlando, FL, January, 1999.

#### *National Recognition*

Hoepfner, Athena, WebLUI Tutorial and Quiz:

Included in ACRL/CNI's Internet Education project for innovative and creative use of technology. Listed fourth on the ACRL Instruction Section Teaching Method's Committee's "TM's Top Ten Tutorials" included by Esther Grassian and Susan Clark in "Information literacy sites: Backgrounds and ideas for program planning and development", College and Research Libraries News, February, 1999.

#### *National Committee Service*

American Library Association, Library Instruction Round Table, Elections Committee:

Carole Hinshaw (Chair)

American Library Association, African American Studies Librarians, Executive Board and Publications Committee: Rochelle Ballard

ARLIS/NA (Art Libraries Society of North America), Travel Awards Committee: Ellen Anderson

American Library Association, Business Reference and Adult Services Section

Discussion Group, Steering Committee: Patricia Kenly

American Library Association, Business Reference and Adult Services Section, Education Committee: Patricia Kenly

American Library Association, Curriculum Materials Committee: Penny Beile (Chair)

Black Caucus of the American Library Association, Executive Board: Rochelle Ballard

CIS/Lexis-Nexis Academic Universe Content Review Committee: Rich Gause

Review Board, College and Undergraduate Libraries: Cheryl Mahan (Reviewer)

#### *National Conference Attendance*

Association of College and Research Libraries, Ninth National Conference, Detroit, MI, April, 1999: Peter Spyers-Duran

ARLIS/NA Annual Conference, Vancouver, BC, Canada, March 1999: Ellen Anderson

ARLIS/SE, Sarasota, FL, October, 1998: Ellen Anderson

ASIS Metadata Workshop, Tampa, FL, November, 1998: Kimberly Montgomery

ASIS Midyear Meeting, Orlando, Florida. May, 1999: Kimberly Montgomery

American Library Association, Midwinter Conference, New Orleans. January, 1999: Rochelle Ballard, Penny Beile, Carole Hinshaw, Meg Scharf,

American Library Association Annual Conference, New Orleans, LA, June, 1999: Ven Basco, Penny Beile, Rich Gause, Carole Hinshaw, Patricia Kenly, Meg Scharf

Charleston Conference on Library Acquisitions, Charleston, NC., November, 1998:

Ellen Anderson, Ven Basco, Penny Beile, Peter Spyers-Duran

Computers in Libraries, Arlington, Virginia. March, 1998: Athena Hoepfner

LOEX (Library Instruction) Conference, Houston, TX, March, 1999: Ven Basco, Athena Hoepfner, Ying Zhang

National Conference of African American Librarians, Winston-Salem, NC. Rochelle Ballard

1999 Federal Depository Library Program Annual Meeting, Washington, D.C. April, 1999: Rich Gause

1999 U. S. Patent and Trademark Depository Library Annual Meeting, Washington, D. C.: Peter Spyers-Duran

*Florida and Local Presentations*

Gause, Rich and Peter Spyers-Duran, "Promoting Government Documents Collections", Central Florida Library Consortium Government Documents Interest Group, October, 1998.

Scharf, Meg, and Jeannette Ward, "School Sucks and the Evil House of Cheat: Electronic Plagiarism", presentation sponsored by the University of Florida University Center for Excellence in Teaching, Gainesville, FL, March, 1999.

*Florida and Local Committee Service*

CFLC Government Documents Interest Group: Rich Gause, Peter Spyers-Duran

CFLC Interlibrary Loan Interest Group: Marilyn Snow, Jack Webb

CFLC Reference Interest Group: Patricia Kenly

FCLA Public Services Liaison: Kimberly Montgomery

Florida Chapter, Chinese American Librarian Association: Ying Zhang (Officer)

Florida Library Association Government Documents Interest Group: Rich Gause, Leader and Program Chair

Florida Library Association Public Relations Committee: Patricia Kenly

SUS Distance Education Implementation Committee: Carole Hinshaw

SUS Distance Learning Library Services Task Force: Carole Hishshaw

SUS Electronic Collections Committee: Rochelle Ballard, Athena Hoepfner

SUS Public Services Planning Committee: Meg Scharf

SUS Public Services Planning Committee: Cooperative Instruction Development Subcommittee: Carole Hinshaw (Chair), Meg Scharf

SUS Public Services Planning Committee: Interlibrary Loan Subcommittee: Jack Webb  
WebLUIS Task Force: Athena Hoepfner

*Florida and Local Conference Attendance*

Advances in Higher Education, statewide workshop held at UCF, June, 1999: Carole Hinshaw and Meg Scharf

Florida Chapter, Association of College and Research Libraries Fall Workshop, Cocoa Beach, Florida. October, 1998: Carole Hinshaw, Marcus Kilman, Meg Scharf, Athena Hoepfner, Patricia Kenly

Florida Library Association Annual Conference and Exhibition, St. Augustine, Florida, May, 1999: Ven Basco, Penny Beile, Rich Gause, Carole Hinshaw, Athena Hoepfner, Peter Spyers-Duran, Ying Zhang

Institute for Academic Leadership, SUS seminar for department chairs, Howey-in-the-Hills, FL, October, 1998 and June, 1999: Meg Scharf

*Service to the University*

Asian Studies Committee: Ying Zhang

Faculty Center for Teaching and Learning Advisory Board: Meg Scharf

Filipino Student Association: Ven Basco, Faculty Advisor

President's Commission on the Status of Women: Athena Hoepfner

UCF African American Studies Program Advisory Committee: Rochelle Ballard

UCF Chapter, UFF: Rich Gause, Secretary

UCF Distributed Learning Advisory Committee: Carole Hinshaw  
UCF Diversity Week Committee, Marilyn Snow  
UCF Diversity Week International Food Bazaar Committee: Ven Basco  
UCF International Fair: Ven Basco  
UCF Web Redesign: Carole Hinshaw, Athena Hoeppner  
UCF Women's Studies Program Affiliate: Carole Hinshaw  
University Excellence in Undergraduate Teaching and Advising Awards Committee:  
Penny Beile  
University Learning Resource Council: Athena Hoeppner, Ying Zhang (alternate)  
University Professional Development Leave Committee: Marcus Kilman  
University Research Council: Peter Spyers-Duran  
University Webgroup: Kimberly Montgomery

#### *Service to the Library*

Director's Advisory Group: Penny Beile, Athena Hoeppner, Peter Spyers-Duran  
Evaluation and Merit Task Force: Cheryl Mahan (Chair), Marcus Kilman, Meg Scharf  
Internet Access and Surfing Committee: Rochelle Ballard (Chair), Athena Hoeppner,  
Peter Spyers-Duran  
June S. Stillman Memorial Scholarship Organizing: Phyllis Hudson, Cheryl Mahan  
Librarians Market Equity Committee: Rich Gause, Ven Basco, Marcus Kilman  
Librarians' Personnel Advisory Committee: Rochelle Ballard (Chair), Patricia Kenly,  
Kimberly Montgomery  
Promotion Task Force: Penny Beile, Phyllis Hudson, Jack Webb  
UCF Library Web Pages Revision Committee: Kimberly Montgomery, Carole Hinshaw,  
Athena Hoeppner  
Technology Advisory Group: Rochelle Ballard, Kimberly Montgomery, Meg Scharf  
WebLUIS Migration Committee: Athena Hoeppner (Chair), Carole Hinshaw  
Vision and Program Review Task Force: Athena Hoeppner, Cynthia Kisby, Meg Scharf

#### *Search Committee Service*

Associate Director, Public Services: Denise Dotson, Athena Hoeppner, Rich Gause  
Brevard Community Campus, Reference Librarian: Carole Hinshaw  
Reference Librarian: Meg Scharf (Chair), Ven Basco, Marcus Kilman, Marilyn Snow

### PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

#### *Undergraduate Education*

Library Instruction reached over 10,000 students, primarily undergraduates, focusing particularly on the electronic environment, course-related research skills and information literacy competencies.

#### *Graduate Education*

Library user education supports graduate level courses, orientation for graduate students, and the Executive MBA Program (EMBA)

#### *Community Partnerships*

Held the Patents Day Open House for community users of the patents and trademarks collection. Additionally, a new patents Web page was created, making it easy for those outside of the library to search for patents and trademark information.



Created new Library Web pages on topics of community interest in the Government Documents area, such as Tax Information, Local Government Resources, Foreign & International Government Resources.

QRS answers questions for community users from Central Florida, and to a lesser extent, the rest of the world.

#### *International Focus*

Two reference librarians attended international conferences this year: Ying Zhang attended the International Conference on New Missions of Academic Libraries in the 21<sup>st</sup> Century, in Beijing, China; Meg Scharf presented a paper at the Lilly Conference on Teaching in Essex, England.

Library instruction and orientations are offered for ASPECT, ESL, and the Ying Center.

#### FUTURE PLANS

To continue to assist and collaborate in any way possible in work that furthers and promotes faculty development through Course Development, Distance Learning, and the Faculty Center for Teaching and Learning, along with the Library's Collection Development/Acquisitions Department.

To examine duplication of resources and efforts that have taken place this year for more effective delivery of services and resources in the future.

To find ways to keep pace with technology and maintain our strong personal relationship with the UCF community.

To conduct a search for a permanent Department Head for Reference.

To increase collaboration and shared projects with Interlibrary Loan/Document Delivery Service and Circulation, to ensure consistency for patron service at the Library's public service desks.

# LIBRARY INSTRUCTION ANNUAL REPORT

May, 1998 - April, 1999

## LESSONS TAUGHT

<u>COURSE/CLASS</u>	<u>SUMMER</u>		<u>FALL</u>	<u>SPRING</u>		
<u>CODE</u>	<u>COURSE TITLE</u>		<u>'98</u>	<u>'98</u>	<u>'99</u>	<u>TOTAL</u>
AMH 3421	History of Florida to 1845			1		1
AMH 4170	Civil War and Reconstruction				1	1
AMH 4932	History of the Atlantic World 1492-1770			1		1
AMH 6939	Research Seminar in American History				1	1
ANT 3145	Archaeology of Complex Societies			1		1
ANT 3184	Mortuary Archaeology			1		1
ARH 2051H	Honors History of Art				1	1
BUL 3130	Legal & Ethical Environment of Business			2		2
CCJ 4661	Terrorism				2	2
CHM 4930	Chemistry Seminar				1	1
CPO 3403	Middle East Politics				1	1
CPO 4932	Women in Comparative Politics				1	1
DEP 2004	Developmental Psychology			1		1
ECO 2013	Principles of Economics I			1		1
ECO 4451	Research Methods in Economics				1	1
ECS 4013	Economic Development in the Third World				1	1
ECS 4231	Japanese Prosperity: A Study of Human Resource Development			1		1
ECS 4303	European Issues in Economics				1	1
EDA 7195	Politics, Governance & Financing in Educational Organizations				1	1
EDF 2005	Introduction to Education			1		1
EDF 4282	Applications of Technology in Education				1	1
EDF 4603	Issues in Education				4	4
EDF 6236	Principles of Instruction & Learning	2			2	4
EDF 6401	Statistics for Educational Data	1				1
EDF 6481	Fundamentals of Graduate Research in Education	1		5	6	12
EDF 7463	Analysis of Survey, Record and Other Qualitative Data				2	2
EDG 4323	Professional Teaching Practices			1		1
EGN 1006	Introduction to Engineering	1				1
EGN 4913H	Research Methods in Engineering				1	1
EIN 5255	Interactive Engineering			1		1
EME 5056	Communication for Instructional System Process			1		1
EME 6062	Research in Instructional Technology				1	1
EME 6707	Technology Coordinator in the Schools	1				1
ENC 1101	English Composition I	1		11	2	14
ENC 1102	English Composition II	3		9	19	31
ENC 1102H	English Composition II Honors			1	4	5
ENC 3210	Writing for the Business Professional			7	2	9
ENC 3211	Theory & Practice of Technical Writing				1	1
ENC 3241	Writing for the Technical Professional			3	4	7
ENG 3014	Theories of Literature			2		2
ENG 5009	Methods of Bibliography and Research			2		2
ETC 4242	Engineering Technology				1	1
EUH 3142	Renaissance and Reformation			1		1
EUH 4610	Women in European Society		1			1
EXP 3404	Basic Learning Processes			2		2
FIL 3522	German Film				1	1
FLE 3522	Spanish Teaching Methods				1	1
FRW 3770/3930	Francophone/Caribbean Literature				1	1
GEB 3031	Business Cornerstone			2	2	4
GEW 4932	German Women Writers				1	1
HFT 4714	Hospitality Operations				1	1
HFT 4717	Hospitality Operations II			1		1
HIS 3462	History of Scientific Thought				1	1
HIS 4150	History & Historians				3	3
HSA 4700	Health Science Research Methods	1				1
HSC 4008	Professional Development in Health Professions				1	1
HSC 4500	Epidemiology			1	1	2
HUM 2211	Western Humanities I				3	3

HUM	2230	Western Humanities II			1	1
IDL	6543	Course Development	1		1	2
INR	2002	International Relations – Theory and Practice	2			2
INR	4401	International Law I	1			1
INR	4402	International Law II			1	1
INR	4502	International Organizations	1			1
LAE	5495/6637	Assessing Writing/Research in Teaching English			1	1
MAE	2801	Elementary School Mathematics			3	3
MAE	6641	Lockheed Martin Scholars	1			1
MHS	6220	Individual Psychoeducational Testing		1		1
MMC	6407	Visual Communications Theory	1			1
NGR	5110	Theoretical Bases in Nursing		1		1
NUR	3165	Nursing Research	2			2
NUR	3809	Transitional Concepts in Nursing	1			1
PAD	4034	Administration of Public Policy			3	3
PCB	4723	Animal Psychology			1	1
PCB	5936	Landscape Ecology			1	1
PET	7939	Research Methods in Physical Education			1	1
PHT	3602	Introduction to Clinical Research	1			1
PLA	3105	Legal Research		1	4	5
POS	3703	Scope and Methods of Political Science		1		1
PSY	3214	Research Methods in Psychology	1	3	2	6
PSY	4302	Psychological Measurements			1	1
RED	5514	Classroom Diagnosis & Development			1	1
RED	6116	Trends in Reading Education	2			2
REE	4433	Real Estate Law			1	1
RTE	3367	Medical Physics	1			1
SLS	1501	Strategies for Success in College		5		5
SOP	3064	Social Psychology	1			1
SOW	3401	Social Work Research			1	1
SPA	5805	Research Methods in Psychology	1			1
SPC	1600	Fundamentals of Oral Communication		2	3	5
SPN	6306	Research Methods in Spanish		1		1
SPW	4720	The Generation of 1898		1		1
SPW	4932	Contemporary Latin American Literature			1	1
SYG	2000H	General Sociology Honors		1		1
SYP	3300	Collective Behavior		1		1
SYP	3530	Juvenile Delinquency		1		1
THE	1020H	Theatre Survey Honors		1		1
TPA	3060	Scene Design I		1		1
ZOO	4603	Embryology & Development			1	1
ASPECT				1	1	
Central Florida Writers Project			1			1
Criminal Justice GTA Orientation				1		1
ESL			1	3		4
Executive MBA Program					1	1
International English			1			1
International Students				1	1	2
LIFE				1		1
Masters of Social Work				1		1
Orientation for Human Resources			1			1
Orientation for Nursing Students				1		1
Reading for International Students					2	2
TESL Graduate Level			1			1
<b>GRAND TOTAL</b>			<b>29</b>	<b>94</b>	<b>111</b>	<b>234</b>

# LIBRARY INSTRUCTION ANNUAL REPORT

May, 1998 - April, 1999  
MONTHLY OVERVIEW

	<u>MONTH HOURS</u>	<u># of CLASSES</u>	<u># of STUDENTS</u>	STAFF
1998	MAY	12	311	98
	JUNE	10	142	49
	JULY	7	144	43
	AUGUST	5	189	20
	SEPTEMBER	49	1,569	271
	OCTOBER	32	619	129
	NOVEMBER	16	195	36
	DECEMBER	2	43	17
1999	JANUARY	40	793	208
	FEBRUARY	41	1,578	232
	MARCH	30	502	139
	APRIL	-0-	-0-	-0-
	TOTAL UCF	234	6,085	1,242
	<b>GRAND TOTAL</b>	170	4,205	928

**LIBRARY INSTRUCTION**  
**ANNUAL REPORT**  
 May, 1998 - April, 1999  
 LIBRARIAN/INSTRUCTOR WORKLOAD

LIBRARIAN	SUMMER '98	FALL '98	SPRING '99		TOTAL
Anderson, E.	6	9	9		24
Basco, B.		6	10		16
Beile, P.		10	11		21
Gause, R.		11	10	+1*	21
Hinshaw, C.	1	16	12		29
Hoepfner, A.	4	9	15		28
Kenly, P.		5	6	+2*	11
Mahan, C.	4	14	16		34
Scharf, M.		1	2		2
Spyers-Duran, P.	2	6	7	+3*	15
Swartz, L.	3				3
Winship, A.	3				3
Zhang, Y.	6	7	14	+2*	27
UCF TOTAL	29	94	111		234

\* Team Teaching, not included in total.

# LIBRARY INSTRUCTION ANNUAL REPORT

May, 1998 - April, 1999  
GROUP TOUR REQUESTS

<u>DATE</u>	<u>GROUP/LOCATION</u>	<u># of STUDENTS</u>
May, 1998	-----	
June, 1998	-----	
July, 1998	-----	
August, 1998	-----	
September, 1998	Pace School Longwood, FL	32
	Orangewood Orlando, FL	13
	ITT Orlando, FL	25
October, 1998	University High Orlando, FL	90
November, 1998	The Masters Academy Winter Park, FL	
	Clearlake Middle Clearlake, FL	19
December, 1998	-----	
January, 1999	Gateway High Kissimmee, FL	65
February, 1999	Edgewater High Orlando, FL	46
	Altamonte Christian Altamonte Springs, FL	11
	Orangewood Christian Maitland, FL	15
March, 1999	ITT Technical Institute Maitland, FL	12
April, 1999	-----	
<b><i>TOTAL</i></b>	<b><i>11 Groups 344 Student</i></b>	

**LIBRARY INSTRUCTION STATISTICAL SUMMARY  
TEN-YEAR PROFILE**

MAY-APRIL	1989-90	1990-91	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
# OF CLASSES	230	295	248	296	254	308	335	321	170	234
# OF STUDENTS	4,670	5,999	5,317	5,589	4,472	5,285	5,286	6,424	4,205	6,085
# OF STAFF HOURS	1,038	1,475	1,134	1,342	1,136	1,491	1,370	1,256	928	1,242
# OF OFF CAMPUS GROUPS	12	14	16	12	10	10	2	5	8	11
# OF LIBRARIANS	10	10	10	10	9	9	13	15	14	13
% TAUGHT OF ENROLLMENT*	23	28	25	26	19	21	20	24	15	18

\* Based on Fall semester enrollment

**GOVERNMENT DOCUMENTS ANNUAL STATISTICS  
FISCAL YEAR 1998/99**

	1997/98	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL
<b>U.S. DOCUMENTS</b>	256,996*													
Print Received		550	541	567	502	412	593	402	729	749	583	346	534	6508
Deleted		151	286	65	54	990	71	52	165	54	316	22	159	2385
Total U.S. Documents Print Materials in Collection as of June 30, 1999														261,119
Microfiche Received	350,901	2,406	1,628	2,992	2,483	1,760	1,541	2,214	1,159	1,298	2,003	1,958	1,655	23097
Deleted		123	44	381	0	130	0	146	1	348	8	111	12	1304
Total U.S. Documents Microfiche in Collection as of June 30, 1999														372,694
Electronic Prod. Rec.	2,357	287	41	81	71	25	59	72	66	63	46	59	82	952
Deleted		16	7	41	4	0	16	0	0	0	0	0	23	107
Total U.S. Documents Electronic Products in Collection as of June 30, 1999														3,202
<b>FLA DOCUMENTS</b>	33,284													
Received		213	80	9	121	14	56	146	172	1,986	1,048	98	50	3993
Deleted		0	13	1	0	3	0	1	0	31	0	2,762	0	2811
Total Florida Documents in Collection as of June 30, 1999														34,466
<b>ASI MICROFICHE</b>														
Titles Received	96,622	0	340	856	735	735	327	694	0	846	280	325	544	5682
Microfiche Received	146,342	0	348	583	957	701	493	684	0	629	473	347	406	5621
Total ASI Titles in Collection as of June 30, 1999														102304
Total ASI Microfiche in Collection as of June 30, 1999														151963
<b>CIS MICROFICHE</b>	434,918	0	0	0	0	256	0	0	0	0	0	0	0	256
Total CIS Microfiche in Collection as of June 30, 1999														435174
<b>PATENTS MICROFILM</b>	7,392	111	41	83	84	95	64	37	24	39	86	106	140	910
Total Patent Microfilm in Collection as of June 30, 1999														8302
<b>MAPS RECEIVED</b>	3,143*	3	2	0	2	0	24	41	23	3	6	0	3	107
Total Maps in Collection as of June 30, 1999														3250

**GROWTH IN U.S. DOCUMENTS COLLECTION IS 110 FEET AND 3 INCHES**

\*corrected figures



**SERIALS / MEDIA**  
**Jeannette Ward**

**YEAR IN PERSPECTIVE**

**Staff Changes**

Retirement:

Nan Day, Serials Control Supervisor

Resignations or Promotions to other Departments:

Leticia Abulencia, from LTA binding to Sr. LTA Cataloging

Mary Barrette, from LTA check-in to Sr. LTA Acquisitions

Promotions:

Lyn Karafotias, Serials Control Supervisor

New Staff:

Joe Bison, LTA check-in

Katie Kirwan, LTA binding

Tim Pettit, LTA evening/weekend service desk

Joseph Ayoub, LTA evening/weekend service desk

Decision was made to leave the Media Librarian position vacant until firm plans are established for a media location.

**Electronic Resources**

Continued additions to electronic journals, databases, and reference sources have enhanced the quality of undergraduate, graduate and faculty study and research. UCF library now subscribes to 1474 electronic journals (826 titles only available electronically). Additionally, full text articles from close to 3000 journals and magazines are available from databases such as EBSCOhost and FirstSearch. UCF patrons downloaded or e-mailed 103,716 full text articles from EBSCOhost between July 1998-June 1999 (49,199 for 1997/98); from FirstSearch, American Chemical Society, Project MUSE, etc. another 55,710 full text articles were downloaded.

Over \$584,049 expended for web access resources, plus funds spent by FCLA. FCLA is now funded directly by the Board of Regents for databases; SUS libraries no longer contribute to funding selected, shared databases.

A coordinated review with Reference Department staff resulted in fifteen CD-ROM databases being identified as duplicated by FCLA resources. These databases were cancelled at a savings of \$30,462.00.

**Book Repair**

A multi-department review of book repair procedures was completed, changes were made resulting in a more efficient workflow.

**Video Shelves**

The shelf area for videos was doubled. Additional, a "Media Restricted" location in the closed stack area was implemented for expensive and classroom support media.

**Electronic Text Reading / Printing Area**

Plans have been made, and commitment received from the copy service to implement network printing from workstations that have access to web resources in the public area of the Serials / Media Department.

**Special Accomplishments of Faculty and Staff**

Jeannette Ward:

Developed and presented various Internet and Web programs to library staff and UCF community (Fall 98 and Spring/Summer '99).

Member of the Bookstore Advisory Committee 1997/98

Served on University's Web Redesign (sub-committee on standards).

Presented poster session with M. Kilman on methods of accessing electronic resources at EDUCOM October 14, 1998.

Presented program on Plagiarism on the Web for EDUCOM '98 conference with M. Scharf on October 15, 1998.

Staff:

All staff participated in the Library Faculty Day activities September 1998, and various brown bag lunches.

Ginny Farmer - Interviewer Certification Program, July 1998.

Staff Development and Training Committee 1999.

Jamie LaMoreaux - Member of the USPS Staff Council and Library Director's Advisory Group.

Attended FLA, May 1999

Jim Mauk – Attended ACRL/FLA Program Cocoa Beach, November 1998

Attended International Audio-Visual and Media Convention, Orlando 6/10/99.

Lyn Karafotias – CFLC FrontPage workshop, August 1998.

Debbie Weatherford was recognized in the *UCF Graduate Knightly News*, July 1999, for her participation in the Thesis/Dissertation workshops and her efforts in coordinating the binding of theses and dissertations.

## **PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS**

### Undergraduate Education

Staff continued providing help and instruction on the use of the library's periodical collections, microform and media equipment. Coordinating the CD-ROM classroom support workstations has continued.

### Key Graduate Study and Research

Continued developing the periodicals collection based on program proposals, and accreditation reports.

### International Focus

Provide a periodicals collection that represents international view.

### Inclusiveness and Diversity

Continued to develop and maintain a multi-cultural collection of media, and promote its use through a web media homepage.

### Partnerships

Work with library vendors to develop and improve services to our patrons. Beta tested the EBSCO online service for full text journal articles; and participated in efforts to improve and extend the library's public workstation printing capabilities.

### Strategic Goals

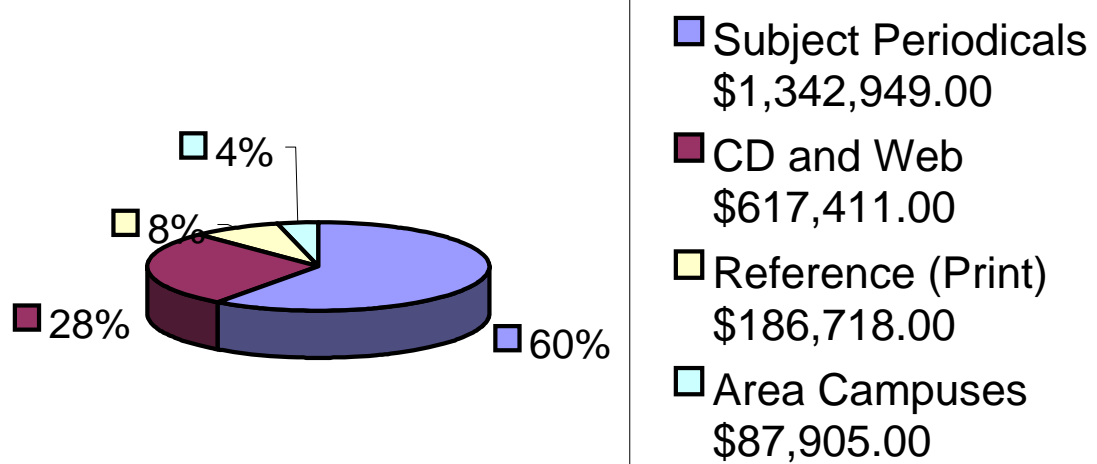
Proactively encourage useable statistical data from electronic resource providers. Gather and analyze these user statistics to plan content of additional resources and direction of promotion and training programs.

Aggressive acquisitions of electronic resources that can be used by all UCF community, regardless of location; and use consortium purchasing plans whenever possible to reduce cost.

## STATISTICAL SUMMARY

	1998/99	1997/98	1996/97	1995/96	1994/95
	<b>Items Added</b>				
Bound Vols	5790	6559	6549	7067	5636
Microfiche Units	19654	21919	21772	22694	20935
Microfilm Reels	899	1262	746	1405	632
<i>Active Titles</i>					
Orlando					
Periodicals	4504	4375	4030	3795	3650
Newspapers	41	41	39	39	39
Serials	256	247	198	201	201
CD-ROMs	15	29	28	26	22
E-Databases	33	20			
E-Journals	(1474)	(948)			
Print+	(648)	(333)			
E-only	826	615			
<b>Orlando Total</b>	<b>5675</b>	<b>5327</b>	<b>4295</b>	<b>4061</b>	<b>3912</b>
Brevard	234	218	215	211	210
Daytona	145	145	131	131	131
<b>Total Active Titles</b>	<b>6054</b>	<b>5690</b>	<b>4641</b>	<b>4403</b>	<b>4253</b>
<i>Ceased/Closed Titles</i>	4375	4256	4196	4100	4054
<b>Total Titles</b>	<b>10429</b>	<b>9946</b>	<b>8837</b>	<b>8503</b>	<b>8307</b>

## 1999 Subscription Expenditures



**TOTAL: \$2,234,983.00**

128 new titles were ordered at a total cost of \$18,755.00.

Renewal subscription costs (excluding Reference and Electronic access) for 1999 increased 6.8% (\$84,651.00) over the 1998 renewal costs.

CD and Web includes:	Web access	\$352,008.00
	CD-ROM	33,362.00
	electronic archives	232,041.00

	<b>EXPENDITURES</b>											
	1998/99		1997/98		1996/97		1995/96		1994/95		1993/94	
SERIALS TOTAL:	2,147,078		\$1,864,638		\$1,319,916		\$1,193,600		\$1,036,960		\$892,345	
Periodicals		1,330,778		1,228,287		1,045,313		917,285		785,087		693,841
Newspapers		12,171		11,256		9,632		13,142		10,495		10,025
Reference		220,080		259,229		188,276		166,790		174,505		157,951
Electronic		352,008	*	338,239		76,695		75,751		66,873		30,528
Back Vols (electronic)		232,041		27,627				20,632				
AREA LIBRARIES	87,905		102,580		70,527		64,351		58,102		50,062	
Brevard		50,483	**	69,074		40,412		38,025		34,073		29,569
Daytona		37,422		33,506		30,115		26,326		24,029		20,493
MICROFORMS	54,349		49,748		41,954		43,350		39,595		33,045	
Main		53,927										
Brevard		422										
BACK VOL. MICRO	53,944		55,651									
BACK VOL. PAPER	77,247		98,173		71,037		30,988		16,882			
REPLACEMENTS	730		1,133		1,328		1,465		395		832	
BINDING	122,383		133,140									
Main		116,218		124,260	110,298		126,316		103,581		59,574	
Brevard		6,165		8,880								
TOTAL:	2,543,636		\$2,305,063		\$1,615,060		\$1,460,070		\$1,255,515		\$1,035,858	
<b>Invoices Prepaid in May/June 1999 for 1999/2000</b>				*includes \$91,809 FCLA Databases								
Title	Invoice	Date	Amount	**microform back files purchased								
EBSCOHost	99999999	5//27/99	\$46,550									
Ebsco Subscriptions	Credit:19366	7/1/99	\$56,676									
Ebsco Subscriptions	28942	5/27/99	\$24,922									
UMI Renewals	990952E9	4/9/99	\$20,881									
Total Not Reflected in 1998/99 Expenditures:			\$149,029									

FIVE YEAR SUBJECT SUMMARY																				
	1998/99				1997/98				1996/97				1995/96				1994/95			
SUBJECT	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%	COST	%	TITLES	%
Accounting	22,717	1.69%	77	1.69%	27,663	2.23%	70	1.59%	15,046	1.43%	70	1.72%	11,199	1.20%	66	1.72%	8,735	1.10%	69	1.87%
Art	3,919	0.29%	40	0.88%	3,402	0.27%	40	0.91%	3,145	0.30%	36	0.88%	3,132	0.34%	46	1.20%	3,193	0.40%	45	1.22%
Biology	163,956	12.21%	322	7.08%	152,197	12.28%	320	7.25%	124,030	11.76%	304	7.47%	112,609	12.10%	290	7.56%	97,839	12.30%	287	7.78%
Chemistry	170,847	12.72%	161	3.54%	144,779	11.68%	159	3.60%	140,670	13.33%	152	3.73%	119,825	12.88%	98	2.55%	97,623	12.27%	97	2.63%
Civil Engineering	41,170	3.07%	84	1.85%	33,486	2.70%	84	1.90%	35,008	3.32%	81	1.99%	26,050	2.80%	78	2.03%	21,616	2.72%	73	1.98%
Communication Disorders	5,752	0.43%	34	0.75%	4,658	0.38%	33	0.75%	3,410	0.32%	27	0.66%	2,637	0.28%	24	0.63%	2,266	0.28%	14	0.38%
Communications	11,737	0.87%	126	2.77%	8,579	0.69%	113	2.56%	6,835	0.65%	109	2.68%	5,675	0.61%	107	2.79%	6,578	0.83%	98	2.66%
Computer Engineering	20,262	1.51%	92	2.02%	20,177	1.63%	92	2.08%	18,714	1.77%	91	2.23%	12,053	1.30%	90	2.35%	13,168	1.66%	88	2.39%
Computer Science	36,634	2.73%	57	1.25%	34,141	2.75%	54	1.22%	32,285	3.06%	51	1.25%	27,484	2.95%	53	1.38%	23,002	2.89%	51	1.38%
Economics	36,957	2.75%	138	3.04%	32,074	2.59%	133	3.01%	30,789	2.92%	131	3.22%	26,963	2.90%	131	3.41%	21,699	2.73%	129	3.50%
Educational Foundation	16,380	1.22%	148	3.26%	12,386	1.00%	130	2.94%	11,538	1.09%	128	3.14%	10,452	1.12%	138	3.60%	9,805	1.23%	131	3.55%
Educational Services	11,138	0.83%	87	1.91%	9,968	0.80%	87	1.97%	9,585	0.91%	87	2.14%	7,727	0.83%	87	2.27%	7,535	0.95%	86	2.33%
Electrical Engineering	39,987	2.98%	154	3.39%	35,438	2.86%	153	3.46%	32,893	3.12%	151	3.71%	28,827	3.10%	146	3.81%	25,482	3.20%	142	3.85%
English	16,081	1.20%	269	5.92%	13,094	1.06%	256	5.80%	12,085	1.15%	241	5.92%	11,143	1.20%	202	5.26%	10,511	1.32%	197	5.34%
Exceptional & Physical Ed.	4,661	0.35%	51	1.12%	3,061	0.25%	45	1.02%	2,301	0.22%	40	0.98%	2,125	0.23%	38	0.99%	2,372	0.30%	38	1.03%
Finance	16,922	1.26%	88	1.94%	13,711	1.11%	82	1.86%	13,741	1.30%	82	2.01%	11,485	1.23%	81	2.11%	10,162	1.28%	80	2.17%
Foreign Lanaguage	13,880	1.03%	150	3.30%	11,806	0.95%	136	3.08%	10,844	1.03%	105	2.58%	10,467	1.12%	87	2.27%	8,292	1.04%	87	2.36%
General	13,227	0.98%	152	3.34%	49,745	4.01%	150	3.40%	16,538	1.57%	138	3.39%	7,027	0.76%	136	3.54%	8,406	1.06%	133	3.61%
Health Science	56,638	4.22%	217	4.77%	47,584	3.84%	203	4.60%	37,785	3.58%	168	4.13%	31,172	3.35%	158	4.12%	27,343	3.44%	139	3.77%
History	10,165	0.76%	166	3.65%	9,432	0.76%	166	3.76%	8,668	0.82%	164	4.03%	7,564	0.81%	141	3.67%	7,272	0.91%	141	3.82%
Hospitality Management	7,245	0.54%	48	1.06%	6,555	0.53%	48	1.09%	4,969	0.47%	48	1.18%	4,195	0.45%	56	1.46%	4,210	0.53%	43	1.17%
Industrial Engineering	13,646	1.02%	41	0.90%	12,223	0.99%	41	0.93%	10,928	1.04%	39	0.96%	9,787	1.05%	38	0.99%	8,617	1.08%	38	1.03%
Instruction Program	11,930	0.89%	110	2.42%	10,083	0.81%	110	2.49%	9,224	0.87%	107	2.63%	28,083	3.02%	107	2.79%	8,250	1.04%	105	2.85%
Library	9,367	0.70%	55	1.21%	7,456	0.60%	53	1.20%	5,960	0.56%	43	1.06%	6,178	0.66%	41	1.07%	6,078	0.76%	39	1.06%
Legal/Criminal Studies	10,726	0.80%	107	2.35%	9,687	0.78%	107	2.42%	6,781	0.64%	93	2.28%	6,427	0.69%	91	2.37%	6,428	0.81%	88	2.39%
Management	23,210	1.73%	99	2.18%	19,646	1.58%	95	2.15%	18,192	1.72%	93	2.28%	15,881	1.71%	91	2.37%	13,881	1.74%	91	2.47%
Marketing	10,892	0.81%	75	1.65%	9,685	0.78%	73	1.65%	9,342	0.89%	72	1.77%	8,102	0.87%	72	1.88%	7,183	0.90%	71	1.92%
Mathematics	80,875	6.02%	125	2.75%	77,451	6.25%	125	2.83%	65,676	6.23%	118	2.90%	55,747	5.99%	114	2.97%	50,446	6.34%	112	3.04%
Mechanical Engineering	73,730	5.49%	108	2.38%	66,603	5.37%	105	2.38%	57,250	5.43%	102	2.50%	50,234	5.40%	100	2.61%	42,746	5.37%	99	2.68%
Music	2,319	0.17%	40	0.88%	1,777	0.14%	40	0.91%	1,395	0.13%	32	0.79%	1,198	0.13%	26	0.68%	1,226	0.15%	26	0.70%
Newspapers	12,171	0.91%	41	0.90%	11,256	0.91%	41	0.93%	9,632	0.91%	39	0.96%	13,142	1.41%	39	1.02%	10,495	1.32%	39	1.06%
Nursing	30,850	2.30%	175	3.85%	27,552	2.22%	175	3.96%	17,512	1.66%	126	3.09%	14,715	1.58%	108	2.81%	12,502	1.57%	99	2.68%
Philosophy	8,330	0.62%	68	1.50%	9,036	0.73%	68	1.54%	7,152	0.68%	67	1.65%	7,447	0.80%	67	1.75%	6,916	0.87%	66	1.79%
Physical Therapy	6,173	0.46%	35	0.77%	5,748	0.46%	35	0.79%	5,218	0.49%	34	0.83%	4,242	0.46%	34	0.89%	3,749	0.47%	29	0.79%
Physics	162,427	12.09%	113	2.49%	150,246	12.12%	113	2.56%	137,902	13.07%	109	2.68%	124,780	13.41%	95	2.48%	107,048	13.46%	93	2.52%
Political Science	18,151	1.35%	131	2.88%	15,381	1.24%	129	2.92%	15,625	1.48%	126	3.09%	13,716	1.47%	125	3.26%	13,292	1.67%	125	3.39%
Psychology	59,125	4.40%	181	3.98%	52,688	4.25%	177	4.01%	41,900	3.97%	155	3.81%	37,223	4.00%	149	3.88%	33,218	4.18%	126	3.42%
Public Administration	17,326	1.29%	80	1.76%	14,753	1.19%	79	1.79%	10,172	0.96%	57	1.40%	8,740	0.94%	54	1.41%	7,923	1.00%	52	1.41%
Social Work	19,491	1.45%	111	2.44%	17,929	1.45%	111	2.51%	12,459	1.18%	83	2.04%	7,589	0.82%	70	1.82%	7,393	0.93%	63	1.71%
Sociology	24,480	1.82%	81	1.78%	21,153	1.71%	77	1.74%	18,748	1.78%	67	1.65%	17,234	1.85%	67	1.75%	14,987	1.88%	64	1.73%
Statistics	18,820	1.40%	54	1.19%	17,160	1.38%	54	1.22%	14,971	1.42%	53	1.30%	13,415	1.44%	43	1.12%	10,675	1.34%	43	1.17%
Technical Engineering	7,441	0.55%	36	0.79%	7,076	0.57%	36	0.82%	6,856	0.65%	36	0.88%	5,637	0.61%	36	0.94%	4,360	0.55%	36	0.98%
Theater	1,194	0.09%	18	0.40%	1,018	0.08%	18	0.41%	1,171	0.11%	17	0.42%	1,099	0.12%	17	0.44%	1,060	0.13%	17	0.46%
TOTAL:	1,342,949	100.00%	4,545	100.00%	1,239,543	100.00%	4416	100.00%	1,054,945	100.00%	4072	100.00%	930,427	100.00%	3837	100.00%	795,582	100.00%	3689	100.00%
REFERENCE:																				
Arts	19,574		23		27,068		23		27,410		22		26,886		23		29295		23	
Business	59,037		90		64,733		90		63,097		64		58,824		64		54653		63	
Education	7,955		15		6,696		15		6,078		12		6,437		12		6489		12	
Engineering	23,571		16		29,625		16		35,378		19		33,751		19		37895		19	
General	26,290		41		31,510		41		30,782		35		26,202		35		21382		35	
Health/Professional Studies	3,553		4		3,269		4		4,386		9		2,964		9		3262		9	
Science	57,599		32		69,874		32		60,833		28		81,601		28		59063		28	
Social Sciences	22,501		35		26,454		35		37,007		34		26,508		34		29339		34	
Electronic Databases	584,049		33		365,866		20													
TOTAL REFERENCE:	804,129		289		625,095		276		264,971		223		263,173		224		241,378		223	
TOTAL SERIALS:	2,147,078		4,834		1,864,638		4692		1,319,916		4295		1,193,600		4,061		1,036,960		3,912	
*includes FCLA databases \$91,809																				

**MEDIA ADDED 1998/99**  
*Videos, Laser Discs, CD-Recordings*

<b><i>Discipline</i></b>	<b><i>Titles</i></b>	<b><i>Total Cost</i></b>
Accounting	7	\$975.00
Art	12	\$2,036.00
Biology	6	\$947.00
Civil Engineering	5	\$878.00
Communications	79	\$11,750.00
Communicative Disorders	41	\$5,884.00
Criminal Justice	9	\$1,387.00
Educational Foundations	43	\$8,030.00
Educational Services	18	\$2,481.00
English	419	\$42,326.00
Exceptional & Physical Education	22	\$3,713.00
Film Program	28	\$1,285.00
Foreign Languages	100	\$7,206.00
General	1	\$255.00
Industrial Engineering	24	\$4,860.00
History	20	\$8,793.00
Hospitality Management	7	\$857.00
Instructional Programs	40	\$7,461.00
Management	6	\$719.00
Marketing	1	\$62.00
Mathematics	1	\$94.00
Music	25	\$2,266.00
Nursing	16	\$3,206.00
Philosophy	1	\$167.00
Physics	9	\$2,228.00
Political Science	35	\$5,767.00
Psychology	6	\$818.00
Replacements	10	\$1,056.00
Sociology	29	\$5,925.00
Social Work	2	\$273.00
Technical Engineering	5	\$685.00
Theater	11	\$1,732.00
<b>TOTALS</b>	<b>1038</b>	<b>\$136,122.00</b>



### **MEDIA COLLECTION BY TYPE**

MEDIA TYPE		1998/99	1997/98	1996/97	1995/96	1994/95
Audiocassettes						
	AT	768	768	766	767	769
	ATC	140	103	105	105	107
	ATE	15	7	7	7	7
	ATG	234	229	231	231	234
	ATS	43	43	43	44	44
	ATX	0	0	0	42	42
	CAS	580	577	577	580	580
CD-ROMs						
	LC Call No	146	77	53	68	0
Compact Discs						
	CDR	856	858	878	887	900
	LC Call No	949	526	434	341	
Filmstrips						
	FS	18	48	18	18	18
	FSS	131	148	148	149	149
Games						
	GM	4	4	4	4	5
Multimedia Kits						
		39	39	39	39	39
Phonograph Records						
	PHR	2416	2451	2460	2522	2534
Pictures						
	PP	4	4	4	4	4
Slides						
	SLS	106	152	151	150	238
Transparencies						
	TRP	2	2	2	2	3
Videodiscs						
	LC Call No	205	200	198	190	136
Video Recordings						
	LC Call No.	6393	5067	4034	2811	1445
	<b>TOTAL:</b>	13049	11303	10152	8961	7254

**Recommendations**

Improve the coordination and interaction of the public service staff with other public service areas of the Library.

Expand the identification of duplication of print and electronic format to journal subscriptions for consideration of canceling print subscriptions.

Continue investigating and implementing multiple methods of accessing subscription web resources.

**Constraints**

Lack of space for video and other media shelving. Lack of space to develop media services such as video viewing rooms for small groups, specialized staff for assistance with CD-ROM materials for class support, and booking/reserving videos and other media for class use.

Lack of standards for electronic publications, various access methods, licensing agreements, and software compatibility problems inhibit the integration of electronic information into library

**SYSTEMS & TECHNOLOGY**  
**Selma K. Jaskowski**

**THE YEAR IN PERSPECTIVE**

**Summary**

The Systems & Technology Department experienced the departure of two talented and valued staff this year when they accepted higher paying positions elsewhere on campus. But even with reduced staff the department continues to improve, albeit at a much slower rate, accessibility to information for both undergraduate and graduate students. Databases on the CD ROM LAN, LUIS, and the Web are accessible from one page on the desktop of the PCs in the Electronic Reference Area. More databases are available on more public PCs, which also serve to help students learn about the Internet and World Wide Web.

Several internal network improvements occurred during the year. An additional processor was added to the UCF-FS610 server. Most of the public PCs were upgraded to Windows NT 4.0. All Internet browsers were upgraded to the most current versions to support Java. Interactive databases were created for Serials, ILL, and Administration. An active desktop was created for the electronic reference area to facilitate access to the Internet and CD-ROM LAN (both Windows and DOS) databases.

Equipment improvements were implemented to improve access to the Library's catalog and databases available from FCLA (Florida Center for Library Automation). The remaining LUIS controller was retired. LUIS system printing was moved to the network. Fifty-three PCs were installed to replace older public PCs. Library room 235A was renovated as an electronic classroom with projection capabilities supporting 18 PCs running off a server that also serves as the instructor's workstation. Two additional LUIS PCs were installed at BCC Cocoa. Four additional LUIS PCs were installed at BCC Palm Bay. Three LUIS terminals were removed from DBCC and replaced with 4 PCs. Three public LUIS PCs were installed at Lake-Sumter Community College.

Began implementing 10/100 switched network technology to more efficiently support library traffic. Fifth floor staff PCs were moved over to 10/100 switches. The ATM equipment in the Computer Room was upgraded to support 10/100 switching.

The Innopac system, used for acquisitions and serials control, was attached to the Library's network. New Innopac system printers were installed for network access. Installed 4 additional public PCs in Serials for electronic access to Innopac. This required additional electrical outlets and network drops.

Provided hardware support to the Sprint Learning Center. Installed new patents equipment. Supplied PC and access to campus survey for the UCF Web Page Redesign committee. Maintained survey equipment and provided programming for in-house surveys.

Systems & Technology also handled support for the CARL UnCover SUMO service which provides articles via fax free of charge to faculty, graduate students, and honors in the majors students. Participated in the evaluation of the CARL UnCover SUMO project.

Other activities through the year included upgrading software when required. Access to Innopac was provided over the network to appropriate staff in all departments. Data download

problems between Innopac and Baker & Taylor and EBSCO were resolved. The Systems staff helped move infrastructure equipment and PCs during the CMC construction. Staff PCs were replaced with newer models where appropriate.

## Staff Changes

### Resignations:

Robert Scott, Senior Programmer/Analyst  
Pete Acquaviva, OPS Programmer/Analyst

### New Staff:

Gregory L. McCoy, Coordinator, Computer Applications

## Special Accomplishments of Faculty and Staff

Selma K. Jaskowski, Head of Systems & Technology, promoted to University Librarian.

Ms. Jaskowski was re-elected President, Board of Directors, Central Florida Library Cooperative.

Joel Lavoie, Senior Computer Support Specialist, served on the Vision and Program Revision Task Force.

## PROGRESS TOWARDS THE PRESIDENT'S FIVE GOALS

Partnerships have been strengthened with the BCC/UCF Joint Use Library - Cocoa and Palm Bay, Daytona Beach Community College Library, and established at Lake-Sumter Community College Library where technology has been installed for access to UCF materials. Additional opportunities are anticipated for partnerships with other community colleges in the region. Our continuing partnership with the Central Florida Library Cooperative, a multitype library cooperative providing resource sharing services among 11 counties in Central Florida and including as members academic, public, special, and school libraries has also been maintained.

## STATISTICS

	1998-1999	1997-98	1994-95
Public PCs	187*	109	18
Staff PCs	185*	100	59
Public terminals	--	2**	38
Staff terminals	2***	8***	65
Novell Servers	1	1****	2
NT Servers	2	1	--
Staff	4 FTE	3 FTE 1 OPS	2 FTE

\* Includes standalone, non-networked machines not previously reported

\*\* DBCC

\*\*\* Innopac

\*\*\*\* The Administrative LAN and CD ROM LAN were combined onto one Compaq ProLiant 5000 server

## **RECOMMENDATIONS**

Enhancements to existing technology (PC upgrades) and the implementation of new technology (gigabit network speeds and fibre channel storage) will take much of the time of the Systems team in 1999-2000. As the newest of the departments in the Library, another top priority will be that functions and procedures be formalized. All of this will be addressed while carrying on day-to-day support activities.

The team has always recognized the need for support all the hours the Library is open but is unable to provide a staff person on site. Now with expanded Library hours this need is becoming critical. The Department Head and Coordinator will continue to be on call until new staff can be added to provide adequate coverage.

Design and development efforts are also a priority and a Programmer/Analyst position needs to be created to fill that niche. Web redesign, active server pages, and database development all require the efforts of a full-time programmer.

Other projects planned and needing additional staff to implement include providing wireless network access throughout the Library, supporting network printing from all public PCs, maintaining a technical support desk, providing support to the growing number of satellite facilities, and implementing a staff training program.

As staff grows, additional space will be needed to house them. The current Computer Room is adequate as an equipment room, but office space in pleasant surroundings is essential to ensure that staff are comfortable and can, therefore, be productive.

## APPENDIX 1

### FULL-TIME LIBRARY STAFF As of June 30, 1999

L. Abulencia	-	Cataloging	C. Kisby	-	Online Search Services
F. Allen	-	Administration	J. LaMoreaux	-	Serials
E. Anderson	-	Reference	J. Lavoie	-	Systems
J. Andrews	-	Col. Dev./Acquisitions	C. Lee	-	Spec. Col./Archives
B. Baker	-	Administration	S. MacDuffee	-	CMC
M. Barrette	-	Col. Dev./Acquisitions	C. Mahan	-	Reference
V. Basco	-	Reference	B. Mathews	-	Circulation
P. Beile	-	Reference	D. Mattote	-	Systems
E. Beredo	-	Serials	J. Mauk	-	Serials
J. Bizon	-	Serials	G. McCoy	-	Systems
M. Bray	-	Administration	Y. Monroe	-	Circulation
D. Campbell	-	Interlibrary Loan	K. Montgomery	-	Reference
D. Canaday	-	Interlibrary Loan	C. A. Moon	-	Circulation
T. Candela	-	Col. Dev./Acquisitions	V. Owen	-	Administration
J. Chisholm	-	Cataloging	T. Pettit	-	Serials
D. Clark	-	Administration	J. Piascik	-	Cataloging
E. Correa	-	Cataloging	P. Qualls	-	Administration
R. Cotting	-	Cataloging	J. Reynolds	-	Interlibrary Loan
D. Cross	-	Circulation	R. Satterfield	-	Col. Dev./Acquisitions
C. Docurro	-	UCF Brevard	M. Scharf	-	Administration
D. Dotson	-	Reference	J. Schock	-	Access Services
V. Farmer	-	Serials	M. Semones	-	LINE
W. Fidler	-	Spec. Col./Archives	G. Shelton	-	Circulation
R. Gause	-	Government Documents	G. Shiffrar	-	Circulation
J. Girard	-	Administration	R. Simmons	-	Circulation
M. Gladding	-	Circulation	A. Smith	-	Cataloging
D. Goda	-	Reference	M. Snow	-	Interlibrary Loan
M. Gorzka	-	Reference	L. Sobey	-	Cataloging
P. Hall	-	Government Documents	P. Spyers-Duran II	-	Reference
D. Healy	-	Cataloging	M. Stahley	-	UCF Brevard
L. Hidalgo	-	Administration	N. Stephens	-	Reference
C. Hinshaw	-	Reference	L. Sutton	-	Cataloging
A. Hoeppner	-	Reference	J. Swaim	-	Administration
S. Holler	-	Interlibrary Loan	P. Tiberii	-	Interlibrary Loan
I. Hunt	-	Quick Reference Service	J. Toce	-	CMC
G. Hyslop	-	CMC	W. Tyler	-	Interlibrary Loan
S. Jaskowski	-	Systems	A. Valente	-	Col. Dev./Acquisitions
J. Johnson	-	Cataloging	A. Von Jares	-	Gifts and Exchange
S. Jones	-	Circulation	J. Ward	-	Serials
L. Karafotias	-	Serials	D. Weatherford	-	Serials
P. Kenly	-	Reference	J. Webb	-	Reference/ILL
R. Kibbee	-	Access Services	K. Wilson	-	Administration
M. Kilman	-	Quick Reference Service	R. Wilson	-	Circulation
A. King	-	UCF/Brevard	Y Zhang	-	Reference
K. Kirwin	-	Serials			

**APPENDIX 2**  
**STATISTICAL SUMMARY 1998-99**

<b>PRINT BOUND VOLUMES</b>	<b>OWN 6/30/98</b>	<b>ADDED</b>	<b>DELETED</b>	<b>OWN 6/30/99</b>
Main Library	839,945*	39,407	1,547	877,805
Brevard	17,739	3,727		21,466
Daytona	8,653	1,611		10,264
Curriculum Materials Center	23,441	3,273	962	25,752
Florida Solar Energy Center	10,853	305	21	11,137
<b>TOTAL VOLUMES</b>	<b>900,631*</b>	<b>48,323</b>	<b>2,530</b>	<b>946,424</b>
<b>PRINT TITLES ALL LOCATIONS</b>				
<b>TOTAL</b>	<b>786,420</b>	<b>41,508</b>	<b>2,629</b>	<b>825,299</b>
<b>FSEC REPORTS</b>				
Cataloged	9,138	89	0	9,227
Uncataloged	5,058	0	0	5,058
<b>TOTAL FSEC REPORTS</b>	<b>14,196</b>	<b>89</b>	<b>0</b>	<b>14,285</b>
<b>MICROFORM VOLUMES</b>				
Microfilm				
Main Library	54,570	899	0	55,469
FSEC	1	0	0	1
Microfiche				
Main Library	1,018,258	19,654	0	1,037,912
FSEC	56,515	2	0	56,517
<b>U.S. GOVERNMENT DOCUMENTS</b>				
Hard Copy	256,996	6,508	2,385	261,119
Microfiche <sup>2</sup>	932,161*	28,974	1,304	959,831
Electronic	2,357	952	107	3,202
U.S. Patents (Microfilm)	7,392*	910	0	8,302
Maps	3,143*	107	0	3,250
<b>FLORIDA GOVERNMENT DOCUMENTS</b>	33,284	3,993	2,811	34,466
<b>SERIAL SUBSCRIPTIONS</b>				
Periodicals				
Main Library	4712	137	0	4,849
Electronic only	615	211	0	826
BCC	218	16	0	234
DBCC	145	0	0	145
FSEC	194	32	19	207
Standing Orders	1,817	14	0	1,831
<b>TOTAL ACTIVE SERIAL SUBSCRIPTIONS</b>	<b>7,701</b>	<b>410</b>	<b>19</b>	<b>8,092</b>
<b>TOTAL INACTIVE TITLES</b>	<b>4,256</b>	<b>119</b>	<b>0</b>	<b>4,375</b>

\* Corrected figures

<b>MEDIA VOLUMES</b>	<b>OWN 6/30/98</b>	<b>ADDED 1998/99</b>	<b>DELETED 1998/99</b>	<b>OWN 6/30/99</b>
<b>Main</b>				
Cassettes/Audio tapes*	2,178	63	0	2,241
CD-ROMs*	927	64	0	991
Compact discs*	1,640	448	0	2,088
Filmstrips	595	0	0	595
Games	4	0	0	4
Laserdiscs 12"	198	9	0	207
Media kits	43	0	0	43
Phonograph records*	2,424	8	0	2,432
Pictures	10	0	0	10
Slides	151	8	0	159
Transparencies	2	0	0	2
Video Recordings*	5,425	1,549	0	6,974
<b>Total - Main*</b>	<b>13,597</b>	<b>2,149</b>	<b>0</b>	<b>15,746</b>
<b>MEDIA VOLUMES</b>				
<b>Curriculum Materials Center</b>				
Cassettes/Audio tapes*	373	7	0	380
CD-ROMS*	18	11	0	29
Compact discs	250	38	0	288
Filmstrips	399	0	0	399
Games*	9	0	0	9
Kits*	516	0	0	516
Maps	11	0	0	11
Media Kits	0	0	0	0
Models	9	0	0	9
Motion pictures*	84	0	0	84
Multi media*	65	32	0	97
Phonograph records*	1,048	0	0	1,048
Realia	7	0	0	7
Slides	1	0	0	1
Software*	724	0	0	724
Transparencies	15	0	0	15
Video Recordings*	510	36	0	546
<b>Total - CMC*</b>	<b>4,039</b>	<b>124</b>	<b>0</b>	<b>4,163</b>
<b>MEDIA VOLUMES</b>				
<b>Florida Solar Energy Center</b>				
Cassettes	37	0	0	37
CD-ROMS	5	9	0	14
Films	10	0	0	10
Slides	7,472	0	0	7,472
Video Recordings	161	36	0	197
<b>Total - FSEC</b>	<b>7,685</b>	<b>45</b>	<b>0</b>	<b>7,730</b>
<b>TOTAL MEDIA VOLUMES*</b>	<b>25,321</b>	<b>2,318</b>	<b>0</b>	<b>27,639</b>

\* Corrected Figures



### APPENDIX 3

#### COST OF CONTINUATIONS IN RELATION TO TOTAL BOOK OCO

YEAR	E & G State/ Lottery Funding	Disbursed for Continuations (Serials, Binding, Standing Orders)	% E&G Spent Continuations	Available for Monographs	Disbursed for Monographs	Funds from other Sources
1988/89	1,457,372	1 1,009,925	69.3	447,447	1 527,323	3 82,872
1989/90	1,553,579	2 1,324,779	85.3	228,600	2 1,650,098	4 1,444,791
1990/91	1,892,283	1,267,779	67.0	624,504	664,107	5 39,603
1991/92	1,292,750	1,250,052	96.7	42,698	755,071	6 712,373
1992/93	1,055,138	1,390,216	131.8	0	274,029	7 609,107
1993/94	1,231,494	1,202,454	97.6	29,040	692,549	8 663,509
1994/95	2,961,176	1,415,061	47.8	1,546,115	1,616,954	9 21,400
1995/96	2,981,770	1,759,883	59.0	1,221,887	1,483,135	10 238,183
1996/97	3,108,297	1,895,820	60.9	1,212,477	1,424,777	11 261,736
1997/98	4,191,881	2,415,035	58.0	1,776,846	2,266,661	12 543,853
1998/99	4,240,673	2,448,024	57.7	2,069,999	2,267,858	13 475,209

### Appendix 3 - Notes

Note 1: FY 1988/89 does not reflect \$ 22,315 Book OCO \$ spent on Solinet Cataloging Costs

Note 2: FY 1989/90 does not reflect \$ 23,493 Book OCO \$ spent on Solinet Cataloging Costs

Note 3:

\$ 75,000 University Funding  
6,407 Engineering College contribution  
1,465 Aids Project Funding (Charge to Aids/Dept Acct)

Note 4:

\$ 750,000 + 670,151 = \$1,420,151 SUS Spc Grad + Library Funding  
20,639 University Funding  
4,001 University Funding

Note 5:

\$ 3,786 Film Program  
3,877 Library Expense (Charge to Library Expense)  
4,001 University Funding  
31,940 Library Equipment OCO (Charge to Library OCO)

Note 6:

\$ 609,975 University I&R and Library Conversion Funding  
42,896 Library E&G OCO Funds (Charge to Library E&G)  
30,024 Library I&R Expense (Charge to Univ I&R Acct)  
19,210 Library Expense (Charge to Library Expense)  
10,026 Library Line/Aux (Charge to Line Account)  
500 Film Program  
247 Library Concession Expense (Charge to Lib Concession)  
75 Nursing Department

Note 7:

\$ 250,000 Academic Affairs/I&R Reserves  
23,600 Library OPS Conversation  
295,507 Library Salary Conversion  
39,119 Library Expense Funds  
500 Film Program  
381 AHEC Nursing

Note 8:

\$ 250,000 Academic Affairs/I&R Reserves  
84,163 SUS Tech Spcp  
193,774 Library Salary Conversion  
14,075 Library OPS Conversion  
9,500 Library Expense Conversion  
7,784 Library Equipment OCO (Charge to Library OCO)  
1,249 Library Line/Aux (Charge to Line Account)  
22,964 Library Expense (Charge to Library Expense)  
10,000 Sponsored Research Funds (Charge to Library DSR Overhead)  
70,000 Luis Databases (Pd by FCLA)

### Appendix 3 - Notes (Cont'd)

Note 9:

\$15,000	FCLA
1,674	English Department
800	Canadian Studies Grant
86	Library Concession Expense (Change to Lib Concession)
3,840	Library Expense (Change to Library Expense)

Note 10:

\$ 5,000	Biological Sciences Department (Transfer to Book OCO)
123,551	Library Salary Conversion (to Book OCO)
84,027	Library OCO Funds (Charge to Library E & G)
6,312	Library LINE/Auxiliary Equipment OCO
750	Arts & Sciences Department (Transfer to Book OCO)
18,543	Library/CMC Equipment OCO Funds

Note 11:

\$ 150,000	Library Salary Conversion (to Book OCO)
62,300	E & G Reserve Conversion (to Book OCO)
22,692	Library Book OCO Funds Recoveries
26,744	Library/CMC Equipment OCO Funds

Note 12

\$ 14,531	OCO Reallocation 11/26/97
13,000	Spanish Program Transfer*
10,000	Sponsored Research Transfer*
31,038	Book OCO Recoveries*
343,284	Lapsed Salary Monies
132,000	Reserve Money Conversion
543,853	Total

\*Negative expenses, not budget transfers

Note 13

\$ 375,718	Lapsed Salary Monies
30,000	Public Administration Dept
10,000	Sponsored Research Transfer*
32,491	Thesis/Dissertation Recoveries*
10,000	Psychology Dept
17,000	Foreign Languages*
475,209	Total

\*Negative expenses, not budget transfers

## APPENDIX 4

### FINANCIAL PROFILE (*Expenditures*)

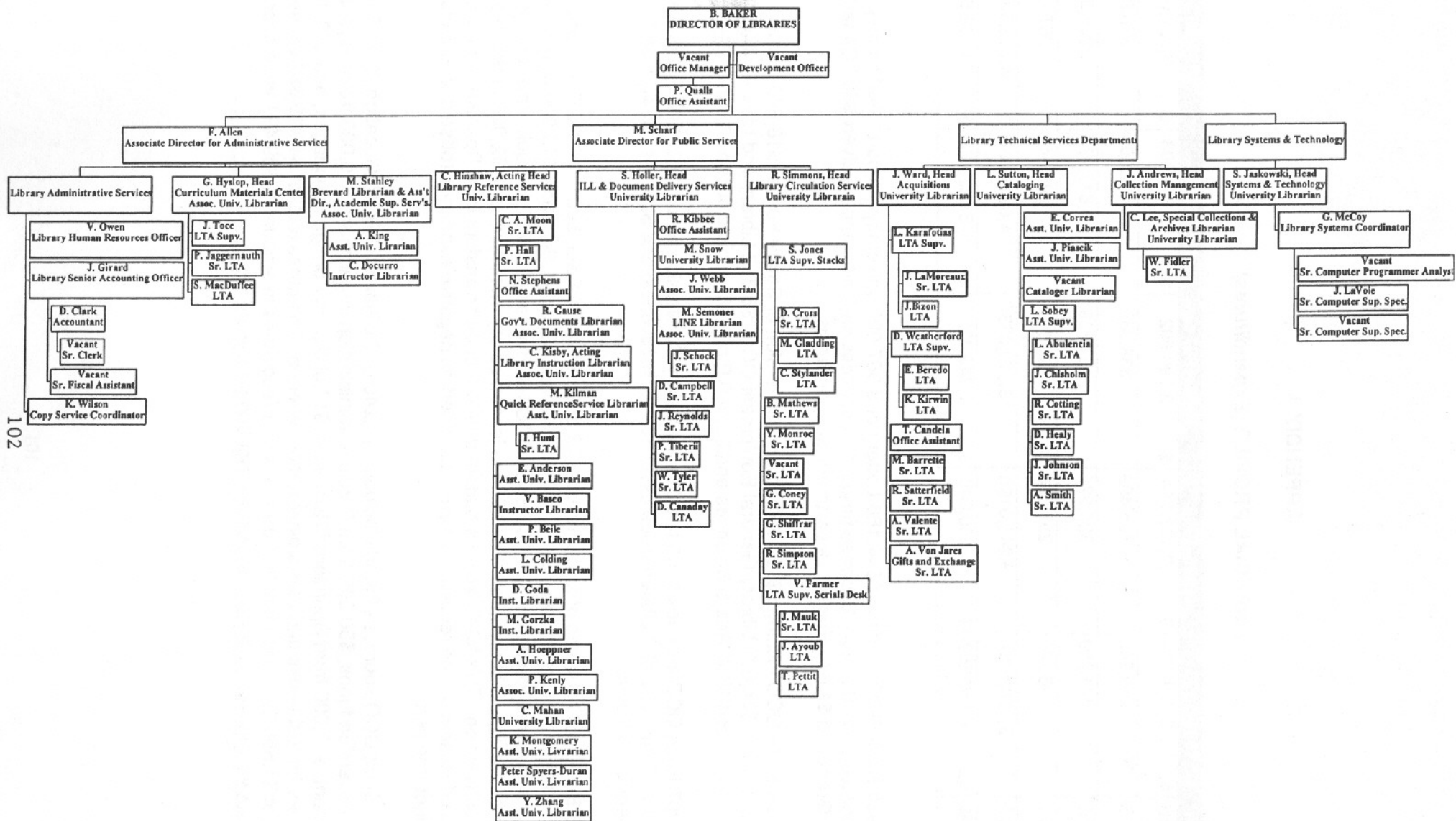
	1994-1995	1995-1996	1996-1997	1997-1998	1998/99
SALARIES	\$ 2,259,477	\$ 2,497,714	\$ 2,790,592	\$ 2,904,608	\$ 3,327,091
OPS	260,643	305,499	338,889	402,503	370,865
EXPENSE	341,209	326,821	451,799	617,979	821,573
OCO	196,746	257,595	298,107	225,644	267,142
BOOK OCO	3,028,175A	3,243,019B	3,370,033C	4,681,696D	4,715,882E
LIBRARY TOTAL	\$ 6,086,250	\$ 6,630,648	\$ 7,249,420	\$ 8,832,430	\$ 9,502,553

- A. 1994-1995 Book OCO includes \$544,188 Lottery and \$67,000 university support. Additionally, the library utilized \$3,840 Library Expense funds, \$86 concession funds, and received \$800 Canadian Studies Grant and \$1,674 English Department Support funds.
- B. 1995-1996 Book OCO includes \$123,551 library conversion of Salary Funds, \$18,543 Library CMC Equipment OCO, \$84,027 Library General Equipment OCO, \$6,312 Library and Line Auxiliary funds. The library received \$750 Arts & Sciences and \$5,000 Biology/Sciences support funds.
- C. 1996-1997 Book OCO includes \$150,000 Library Salary Conversion funds, \$62,300 E & G Reserve Conversion funds, \$22,692 Library Book OCO Funds Recoveries, and \$26,744 Library/CMC Equipment OCO Funds.
- D. 1997/98 Book OCO sources of funds include: \$3,590,181 initial E&G, \$601,700 BOR allocation, \$14,531 internal OCO reallocation, \$13,000 transfer from Spanish Program, \$10,000 transfer from Office of Sponsored Research, \$31,038 Book OCO Recoveries (\$13,682 in book replacement plus \$17,356 in thesis reimbursement), \$343,284 in lapsed salary monies, and \$132,000 in reserve money conversion. This total exceeds budget due to fact that transfers from Spanish program and Sponsored Research and recoveries were accounted as negative expenses (offsets to expenses, not budget transfers).

1998/99 Book OCO sources of funds include: \$4,240,673 initial E&G/BOR allocation, \$375,718 in salary conversion funds, \$30,000 from Public Administration department, \$10,000 from Psychology department, \$10,000 from Sponsored Research, \$17,000 from Foreign Languages, and \$32,491 in recoveries for lost books and thesis/dissertation revenue. This gross total of \$4,715,882 exceeds budget of \$4,656,391 due to fact that transfers and recoveries in amount of \$59,491 were accounted as negative expenses (offsets to expenses, not budget transfers).

# ORGANIZATION CHART - UCF LIBRARIES

As of December 11 1999



**LIBRARY ADVISORY COMMITTEE 1998-1999**  
**(Reporting Committee, Consitution Section 3.10.12)**

Member	College/Program	Term
Dr. Richard Crepeau	A&S History	1997-2000
Dr. Denise Delorme	A&S, History	1998-2001
Dr. Edward Rinalducci	A&S, Psychology	1997-2000
Dr. Hoon Park	BUS, Finance	1998-2001
Dr. Larry Hudson	EDU, Instructional Programs	1997-2000
Dr. Tim Kotnour	ENG, Industrial Management	1997-2001
Dr. Jay Jurie	HPA, Public Administration	1998-1999
Dr. Sandy Robinson	Dean, College of Education Deans' Representative	1998-2001
Dr. Mike Meeske	Chair, School of Communication Chair of the Council of Chairs	1998-2001
Mr. Barry Baker	Director of Library	Ex-officio
Ms. Cynthia Kisby	Library Senator	1998-1999
Stephanie Levinson	Undergraduate Student Representative	1998-1999
Bryan Farris	Graduate Student Representative	1998-1999